1974 CREDIT CARD

THE 1974 CREDIT CARD IS VALID ON JAN 1, 1974. THE FIFTH DIGIT OF THE TELEPHONE NUMBER WILL BE THE CHECK DIGIT FOR 1974.

DURING THE MONTH OF JANUARY WE WILL ACCEPT 1973 AND 1974 CREDIT CARDS. BOTH THE NEW(1974) AND THE OLD(1973) LETTER DIGIT CHECK LISTS WILL BE POSTED ON THE UNDERGLASS BULLETIN. AFTER THE CUSTOMER GIVES YOU A CREDIT CARD NUMBER, CHECK THE NEW(1974) LIST FIRST. IF THE LETTER AND DIGIT DO NOT MATCH IMMEDIEATELY CHECK THE OLD (1973) LIST. REMEMBER ON ALL CREDIT CARDS YOU MUST CHECK THREE WAYS:

1. CHECK THE LETTER - DIGIT
2. CHECK THE RAO
3. CHECK THE INVALID LIST

IF THE CUSTOMER GIVES YOU AN UNACCEPTABLE CREDIT CARD SAY, FOR EXAMPLE, "THAT DOES NOT SEEM TO BE A CORRECT CREDIT CARD NUMBER" OR "IS THAT THE CREDIT CARD NUMBER PRINTED ON YOUR CREDIT CARD?" THEN, IF THE CALLING PARTY DOES NOT CORRECT THE NUMBER, ASK HIM IF HE IS READING THE NUMBER FROM HIS CARD. IF HE STILL CANNOT GIVE YOU AN ACCEPTABLE CREDIT CARD NUMBER, EXPRESS REGRET, TELLING HIM THAT YOU ARE UNABLE TO HANDLE THE CALL ON A CREDIT CARD BASIS. SUGGEST OTHER BILLING ARRANGEMENTS, FOR EXAMPLE, PAID OR COLLECT. IN ANY CASE, DO NOT DIVULGE IN WHAT WAY THE CREDIT CARD IS INCORRECT. IF THE CUSTOMER CHARGES THE CALL TO A THIRD NUMBER, SECURE ACCEPTANCE BEFORE PROCEEDING TO COMPLETE THE CALL.

THE FOLLOWING STATEMENT IS POSTED ON ALL SWITCHBOARD POSITIONS:

"DIVULGENCE OF INFORMATION REGARDING THE FORMAT OF THE BELL SYSTEM CREDIT CARD NUMBERING IS A VIOLATION OF COMPANY RULES AND REGULATIONS. OFFENSES OF THIS TYPE ARE SUBJECT TO DISCIPINARY ACTION INCLUDING DISMISSAL AND MAY BE A VIOLATION OF THE LAW PUNISHABLE BY A FINE AND/OR IMPRISONMENT."

THE ABOVE STATEMENT MUST BE ASSOCIATED WITH ANY DISPLAY OF THE 1974 CREDIT CARD LETTER DIGIT CHECK LIST.

THE 1974 CREDIT CARD WILL BE MANDATORY ON FEBRUARY 1, 1974.

REMEMBER: YOU MUST MAKE THE CREDIT CARD CHECK

WITH THE TREMENDOUS INCREASE IN FRAUDULENT CALLING, THE CTI DEPARTMENT CANNOT POSSIBLY STOP ALL MISUSE OF THE NETWORK. THESE CALLS MUST BE STOPPED AT THE SOURCE, NOT AFTER THE FACT. WE STILL GET CALLS RETURNED FROM CTI AND WE STILL HAVE TEST CALLS ACCEPTED IN ALL UNITS. IT IS YOUR RESPONSIBILITY, AS AN OPERATOR, TO CHECK ALL CREDIT CARD NUMBERS BEFORE ADVANCING THE CALL. IF YOU HAVE ANY QUESTIONS CONCERNING A CREDIT CARD NUMBER, ASK THE SA.

12-28-73

PART CHARGE TICKETS

THE PRACTICE FOR MAKING PART CHARGE TICKETS HAS BEEN CHANGED AS FOLLOWS:

1. IT IS NOT NECESSARY TO WRITE THE BILLING INFORMATION ON THE BACK OF THE TICKET (SEE SAMPLES).
2. DO NOT MARK THE "UNDER" BUBBLE WHEN THE "PT CHG" BUBBLE IS MARKED.
3. DO NOT MARK THE "HOTEL-GUEST" BUBBLE WHEN THE "PT CHG" BUBBLE IS MARKED.
4. DO NOT MARK THE "T&C" OR "Q DET" BUBBLES WHEN THE "PT CHG" BUBBLE IS MARKED. IF T&C IS REQUESTED WRITE ON THE BACK OF THE TICKET, "T & C REQ BY CLB" OR "T&C REQ BY 3RD #". ENTER THE CHARGE BENEATH THE WRITTEN ENTRY AND ENCIRCLE IT WHEN IT IS QUOTED (SEE SAMPLE).

NOTE:
QUOTE THE CHARGE TO THE CUSTOMER AS "$1.75 INCLUDING THE TAX."

(SAMPLE TICKETS ON NEXT TWO PAGES)

CHRISTMAS TRAFFIC - 1973

IN ORDER TO GIVE FASTER SERVICE AND ENABLE OPERATORS AND CUSTOMERS TO COMPLETE MORE CALLS, THE FOLLOWING SPECIAL PRACTICES WILL BE IN EFFECT FROM 5:00PM MONDAY DECEMBER 24, 1973 UNTIL 8:00AM WEDNESDAY DECEMBER 26, 1973.

ANSWER SIGNALS CHRISTMAS EVE AND CHRISTMAS DAY BY SAYING, "MERRY CHRISTMAS, MAY I HELP YOU?"

1. DO NOT REACH 121 (INWARD OPR) UNLESS IT IS INCLUDED IN THE ROUTING INSTRUCTIONS.

2. WHEN YOU SECURE A ROUTE FROM THE ROUTE OPERATOR, GIVE IT TO THE CALLING PARTY, UNLESS IT IS TOO COMPLICATED.

3. DO NOT ASK THE CUSTOMER TO DEPOSIT COINS UNTIL YOU HAVE THE CALLED STATION OR CALLED PARTY READY TO TALK.

4. IT IS NOT NECESSARY TO COMPLETE ALL TKT DETAILS ON CANCELLED CALLS DECEMBER 24, 25, AND 26. BE SURE TO MARK "HA" OR "AREA CODE" SO THE CANCELS CAN BE SEPARATED.

5. VISUAL NC

WHEN LOOKING FOR AN AVAILABLE CIRCUIT IN THE MULTIPLE, IT IS ESSENTIAL THAT WE DO NOT WASTE TIME WAITING FOR A CIRCUIT TO BECOME AVAILABLE. AFTER SCANNING THE MULTIPLE ONCE FOR A CIRCUIT, IF NONE IS AVAILABLE , GIVE AN NC REPORT, SAYING, "I'M SORRY , DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOU CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

6. SENDER DELAY

AFTER YOU HAVE TAKEN UP A TANDEM CIRCUIT IF THE CORD SIGNAL DOES NOT LIGHT PROMPTLY , REMAIN CUT IN WATCHING CLOSELY FOR A SIGNAL FOR 5 SECONDS IF NECESSARY. THEN RELEASE THE CIRCUIT AND MAKE AN IMMEDIATE SECOND ATTEMPT, USING ANOTHER CIRCUIT IF POSSIBLE. NEVER HOLD MORE THAN ONE CIRCUIT IN AN ATTEMPT TO SECURE A SENDER.

ON THE SECOND ATTEMPT, IF A CORD SIGNAL IS NOT RECEIVED AFTER 5 SECONDS, RELEASE THE CIRCUIT. SAY, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?" AND PROCEED ACCORDINGLY.

THE PRECEEDING PRACTICE APPLIES UNLESS THE ONE ATTEMPT SIGNALS ARE ON, IN WHICH CASE GIVE THE REPORT AFTER WAITING ONLY THE FIRST 5 SECONDS FOR A CORD SIGNAL.

IT IS VERY IMPORTANT THAT WE KEY PULSE ACCURATELY. EXTRA ATTEMPTS WASTE TIME AND CAUSE UNNECESSARY EQUIPMENT BUSIES.

7. 120 IPM SIGNALS (REORDERS)

UPON RECEIPT OF A 3RD REORDER GIVE THE REPORT, SAYING, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

THE ABOVE PRACTICE APPLIES UNLESS THE ONE ATTEMPT SIGNALS ARE FLASHING. WHEN THE ONE ATTEMPT IS ON, GIVE THE "HEAVY HOLIDAY CALLING" REPORT AFTER THE FIRST REORDER.

8. RECORDED ANNOUNCEMENT OR OPERATOR REPORTS NO HEAVY TRAFFIC

IF YOU HAVE KEY PULSED A NUMBER OR PASSED AN ORDER FOR A CIRCUIT, AND RECEIVE A RECORDED ANNOUNCEMENT OR REPORT OF HEAVY TRAFFIC, RELEASE THE CIRCUIT IMMEDIATELY AND GIVE THE "HEAVY HOLIDAY CALLING" REPORT.

IF THE CALLING PARTY ASKS YOU TO TRY LATER, SAY FOR EXAMPLE, "ALL RIGHT SIR. I'LL TRY AGAIN IN ABOUT 30 MINUTES." ENTER THE SUBSEQUENT ATTEMPT TIME ON THE FACE OF THE TICKET PRECEEDED BY THE DELAY REPORT AND HOLD IT.

IF THE CALLING PARTY ASKS WHEN OR HOW SOON HE SHOULD TRY HIS CALL AGAIN, SAY, "YOU MIGHT TRY AGAIN IN ABOUT 20 MINUTES."

9. TONE OF SERVICE

A GOOD TONE OF SERVICE IS VERY IMPORTANT, SINCE THE QUALITY OF SERVICE UNDER OVERLOAD CONDITIONS MAY NOT BE UP TO USUAL STANDARDS, AND MANY CUSTOMERS JUDGE THE SERVICE FROM THEIR EXPERIENCE UNDER THESE CONDITIONS. PARTICULAR ATTENTION SHOULD BE GIVEN TO OPERATOR CONCERN AND HELPFULNESS WHEN DEALING WITH THE CUSTOMERS. ACKNOWLEDGE CUSTOMERS' REQUESTS DISTINCTLY. REFER ANY CRITICISMS TO THE SERVICE ASSISTANT.

TANDEM CHANGE

EFFECTIVE IMMEDIATELY ALL ARIZONA POINTS AND 800 NUMBERS WILL BE DIALED ON TANDEM 1.

METROPOLITAN PHOENIX NUMBERS WILL BE DIALED ON METRO-SWITCH TRUNKS.

12-6-73

LOCAL BUSY VERIFICATION

RECENTLY WE RECEIVED SOME ADVERSE PUBLICITY DUE TO COMMENTS MADE BY OPERATORS TO CUSTOMERS ASKING TO HAVE A BUSY VERIFIED. THE LINE IN QUESTION WAS A DOCTORS OFFICE, SO THE CUSTOMERS WERE CONCERNED ABOUT NOT BEING ABLE TO REACH IT. TWO COMMENTS IN PARTICULAR WERE COMPLETELY UNCALLED FOR.

"IT TAKES ME THREE DAYS TO REACH MY DR." WE SHOULD NEVER MAKE A REMARK LIKE THAT TO A CUSTOMER.

"THE PHONE IS OFF THE HOOK." WE NEVER GIVE THAT REPORT TO A CUSTOMER. WE HAVE NO WAY OF KNOWING WHAT THE TROUBLE IS WHEN WE ENCOUNTER A BNT. THEREFORE OUR PRACTICE IS TO SAY, "THERE SEEMS TO BE TROUBLE ON THE LINE, I'LL REPORT IT FOR YOU."

PUT YOURSELF IN THE CUSTOMERS PLACE AND THINK HOW YOU WOULD FEEL IF YOU WERE TRYING TO REACH YOUR DOCTOR AND WERE GIVEN A REPORT LIKE THE ABOVE.

ALL EMERGENCY AND URGENT CALLS REQUIRE A SPECIAL EFFORT TO INSURE COMPLETION. THIS ALSO APPLIES TO HELPING A CUSTOMER WHO IS UPSET OR IRRITATED.

A LITTLE EXTRA EFFORT MAKES FOR HAPPIER CUSTOMERS

12-4-73

CASA GRANDE E.S.S.

STARTING SATURDAY NIGHT DEC 1, CASA GRANDE IS CUTTING TO ESS EQUIPMENT. DESIGNATION STRIPS WILL BE YELLOW WITH A GREEN STRIPE FOR FLAT AND MEASURED RATE SERVICE, AND YELLOW WITH A RED STRIPE FOR COIN TRUNKS. CHANGES IN HANDLING CS GD CALLS ARE AS FOLLOWS:

1. NO TONE TO IDENTIFY A COIN TELEPHONE (THERE WILL BE DESIGNATED COIN TRUNKS)
2. NO INTERCEPT TONE (INTERCEPT CALLS WILL NO LONGER COME TO THE "0" OPERATOR)
3. REPAIR SERVICE IS 114
4. NUMBER TEST - DIAL LAST 4 DIGITS ON VERIFICATION TRUNK
5. FRANCISCO GRANDE HOTEL WILL COME IN ON PINK HOTEL TRUNKS

DIRECTORY ASSISTANCE REMAINS 1411

NOTE: THIS CUT WILL START SATURDAY NIGHT AND SHOULD BE COMPLETED SOMETIME MONDAY DEC 3. THE *STRIPS WILL NOT BE CHANGED UNTIL MONDAY. UNTIL* THE CUT IS COMPLETE AND THE STRIPS ARE CHANGED, IT WILL BE NECESSARY TO ASK FOR ALL CALLING NUMBERS AND CHECK FOR COIN SERIES.

11-29-73

I.O.T.C. CALLS

LUXEMBOURG, OKINAWA, AND REPUBLIC OF SOUTH AFRICA ARE NOW IOTC POINTS. CALLS TO THESE COUNTRIES ARE HANDLED BY THE PHOENIX OPERATOR. IN THE NEW IOTC HANDBOOK YOU WILL FIND PAGES FOR LUXEMBOURG AND REPUBLIC OF SOUTH AFRICA. OKINAWA IS LISTED UNDER JAPAN.

INTERNATIONAL DIRECT DISTANCE DIALING(IDDD) IS NOW AVAILABLE TO SOME OF OUR CUSTOMERS. YOU MAY GET SOME QUESTIONS CONCERNING IDDD. IF YOU ARE UNABLE TO ANSWER THE QUESTION, REFER THE CUSTOMER TO TRAFFIC BUSINESS SERVICES AT 257-6136.

CREDIT TICKET INFORMATION AND IDDD DIALING INSRUCTIONS ARE LOCATED ON THE FIRST TWO PAGES OF THE IOTC HANDBOOK. IN GIVING DIALING INSTRUCTIONS DO NOT TELL THE CUSTOMER TO DIAL "1" FIRST. THE INTERNATIONAL ACCESS CODE IS 011.

NOTE: IDDD REQUIRES SPECIAL CENTRAL OFFICE EQUIPMENT AND YOU WILL HAVE NO WAY OF KNOWING IF THE CUSTOMER CAN DIAL DIRECTLY. INQUIRIES REGARDING ACCESS TO IDDD SHOULD BE REFERRED TO 257-6136.

(REFERRAL TO 257-6136 PER LYNNE DAEMMER AUTHORIZED BY JEAN PADDOCK AND ED KOEHLER)

11-28-73

MOBILE SERVICE CALLS

EFFECTIVE AT 12:00 AM MONDAY NOV 12,1973, WE WILL START USING THE NEW MOBILE DESIGNATIONS ON THE MARK SENSE TICKETS AS FOLLOWS:

1. CALL ORIGINATES FROM A MOBILE UNIT

   A. MARK THE "FROM NNX" CODE OF YOUR MOBILE STATION

   B. MARK THE "MOB ORIG" BUBBLE AT THE TOP OF THE TICKET

   C. IF THE CALLING MOBILE UNIT IS REGISTERED WITH ANOTHER BASE STATION, ALSO MARK THE "MOB ROAM" BUBBLE

2. CALL TERMINATES AT A MOBILE UNIT

   A. MARK THE "NPA" (AREA CODE) OF THE BASE STATION BEING CALLED

   B. MARK THE CALLED "NNX" CODE AS PROVIDED BY THE TERMINATING MOBILE OPERATOR. IF SHE DOES NOT GIVE THE CODE, ASK FOR IT.

   C. MARK THE "MOB TERM" BUBBLE AT THE TOP OF THE TICKET

   D. IF THE CALLED MOBILE UNIT IS REGISTERED WITH ANOTHER BASE STATION, ALSO MARK THE "MOB ROAM" BUBBLE

THESE TICKET ENTRIES APPLY TO MANUAL MOBILE SERVICE CALLS (2L+5D) AND TO I.M.T.S. (7D) ROAMING . THERE IS NO CHANGE IN THE HANDLING OF REGULAR I.M.T.S. CALLS.

11-8-73

LOCAL ASSISTANCE - REVIEW

WE CAN SAVE A LOT OF OPERATOR TIME IF WE CORRECTLY HANDLE REQUESTS FOR LOCAL NUMBERS. HERE ARE SOME REMINDERS FOR LOCAL ASSISTANCE CALLS:

1. IF A CUSTOMER ASKS FOR A LOCAL NUMBER AND DOES NOT INDICATE HE HAS HAD A PROBLEM REACHING THE NUMBER, ADVISE HIM IT IS LOCAL AND HE CAN DIAL DIRECT.

2. IF A CUSTOMER ASKS FOR ASSISTANCE IN REACHING A NUMBER THAT IS BY, MAKE AN IMMEDIATE ATTEMPT IN METRO-SWITCH. IF YOU ENCOUNTER A BUSY, SAY, "THE LINE IS BUSY, WILL YOU TRY YOUR CALL LATER PLEASE" DO NOT MAKE A VOLUNTARY ATTEMPT TO VERIFY.

3. IF A CUSTOMER ASKS TO HAVE A BUSY VERIFIED OR CHECKED, MAKE AN IMMEDIATE ATTEMPT IN METRO-SWITCH (UNLESS YOU HAVE ALREADY DONE SO). DO NOT ASK HOW LONG THEY HAVE BEEN TRYING TO REACH THE NUMBER. IF YOU ENCOUNTER A BUSY, SAY, "ONE MOMENT, PLEASE. I'LL CHECK IT FOR YOU." DIAL THE NUMBER ON A NUMBER TEST TRUNK, AND GIVE A REPORT OF THE CONDITION ENCOUNTERED AS FOLLOWS:
   A. BY - SAY, "THE LINE IS BUSY, WILL YOU TRY YOUR CALL LATER, PLEASE?" IF THE CUSTOMER QUESTIONS IF THE LINE IS REALLY BUSY, YOU MIGHT SAY, "THE LINE IS IN USE", BUT NEVER TELL THE CUSTOMER THERE IS A CONVERSATION ON THE LINE.

   B. BNT OR OTHER OD CONDITION - SAY, "THERE SEEMS TO BE TROUBLE ON THE LINE, I'LL REPORT IT FOR YOU". SECURE THE CALLING NUMBER AND MAKE OUT A TROUBLE TICKET.

   C. EMERGENCY OR URGENT CALLS ARE GIVEN EMERGENCY HANDLING.

4. DO NOT CONNECT A CUSTOMER TO DIRECTORY ASSISTANCE, WHEN IT IS DIALABLE BY THE CUSTOMER, UNLESS HE INDICATES HE HAS HAD TROUBLE REACHING IT. ADVISE THE CUSTOMER TO DIAL 411 OR 1411 AS REQUIRED.

5. DO NOT GIVE THE TIME TO A CUSTOMER WHO HAS A TIME SERVICE NUMBER IN HIS AREA.

6. REQUESTS FOR ASSISTANCE FROM A HANDICAPPED CUSTOMER ARE COMPLETED WITHOUT QUESTION.

11-1-73

CENTRALIZED DIRECTORY ASSISTANCE

WE HAVE ENCOUNTERED SOME AREAS WHICH HAVE CONVERTED TO CENTRALIZED DIRECTORY ASSISTANCE, BUT OUR ROUTING MATERIAL STILL SHOWS AN OPERATOR ROUTE. WHEN THE OPERATOR ROUTE IS DIALED, WE REACH AN OPERATOR OR A RECORDING ADVISING THAT DIRECTORY ASSISTANCE IS NOW CENTRALIZED.

THIS HAS BEEN CHECKED AND WE ARE TOLD THE CARDEX AND ROUTE MATERIAL CANNOT BE CHANGED UNTIL THE ENTIRE AREA IS CENTRALIZED.

IF THIS CONDITION IS ENCOUNTERED, ACCEPT THE REPORT AND DIAL THE AREA CODE + 131 TO REACH DIRECTORY ASSISTANCE.

SA NOTE: IT IS NOT NECESSARY TO REPORT THIS CONDITION.

10-12-73

OVERSEAS CALLS

ON THE OVERSEAS PAGE IN THE CARDEX THERE ARE 18 COUNTRIES MARKED WITH AN ASTERISK (*). THE ASTERISK INDICATES THAT THE COUNTRY IS AN I.O.T.C. POINT. CALLS TO THESE COUNTRIES ARE HANDLED BY THE PHOENIX OPERATOR. IF YOU ANSWER A CALL TO ONE OF THESE 18 COUNTRIES, AND HAVE NOT HAD OVERSEAS TRAINING, REFER THE CALL TO THE SA.

OVERSEAS TX

COUNTRY		CODE	COUNTRY		CODE	COUNTRY
AMERICAN SAMOA	1	160+684	*GREECE	1	160+300	OKINAWA
			GUAM	1	160+671	
ARGENTINA	1	160+540				*PHILIPPINES
			*HONG KONG	1	160+852	
*AUSTRALIA	1	160+610				PORTUGAL
			IRELAND, REPUBLIC			
*BELGIUM	1	160+320	OF (EIRE)	1	160+353	SINGAPORE
BRAZIL	1	160+550	*ISRAEL	1	160+972	SOUTH AFRICA
CHINA, REPUBLIC			*ITALY	1	160+390	*SPAIN
OF (TAIWAN)	1	160+860				
			*JAPAN	1	160+810	*SWEDEN
COLOMBIA	1	160+570				
			KOREA	1	160+820	*SWITZERLAND
CUBA	1	160+530				
EXCEPT			LUXEMBOURG	1	160+352	TAHITI
GUANTANAMO BAY	1	160+531				
			MALAYSIA	1	160+600	THAILAND
*DENMARK	1	160+450				
			*NETHERLANDS	1	160+310	*UNITED KINGDOM
FINLAND	1	160+358				
*FRANCE	1	160+330	NEW ZEALAND	1	160+640	*VENEZUELA
*GERMANY	1	160+490				VIET-NAM
			*NORWAY	1	160+470	

* = IOTC POINT

PNX 10-5-73

SA NOTE: GIVE THE CALL TO AN OPERATOR WHO IS TRAINED TO HANDLE OVERSEAS.

EMERGENCY CALLS - REVIEW

ONE OF THE MOST IMPORTANT SERVICES AN OPERATOR CAN PROVIDE IS THE PROPER HANDLING OF AN EMERGENCY CALL, YET WE STILL RECEIVE CUSTOMER COMPLAINTS AND ARE CHARGED WITH ERRORS FOR MISHANDLING EMERGENCY CALLS. BELOW IS A REVIEW OF THE PROPER EMERGENCY CALL PROCEDURE.

A CALL SHALL BE GIVEN EMERGENCY HANDLING WHEN A CALLING PARTY STATES THAT IT IS AN EMERGENCY OR URGENT CALL; OR HE PLACES HIS REQUEST IN A MANNER WHICH INDICATES AN EMERGENCY EXISTS. DO NOT QUESTION THE NATURE OF THE EMERGENCY, UNLESS YOU NEED THE INFORMATION FOR COMPLETING THE CALL.

GIVE EMERGENCY CALLS YOUR UNDIVIDED ATTENTION AS LONG AS THIS IS NECESSARY.

DO NOT DELAY ADVANCING THE CALL TO ASK QUESTIONS, UNLESS THE CALLING PARTY AT ONCE ASKS YOU TO MAKE THE REPORT FOR HIM. IN WHICH CASE, REQUEST THE CALLING NUMBER AND THE LOCATION AND NATURE OF THE EMERGENCY AND SAY, "I WILL REPORT IT FOR YOU".

IF THE CALL IS NOT GIVEN BY NUMBER, OBTAIN THE NUMBER FROM YOUR POSITION INFORMATION OR FROM THE DIRECTORY ASSISTANCE OPERATOR AS THE CASE REQUIRES. DO NOT ASK THE CALLING PARTY FOR THE NUMBER OR CONNECT HIM WITH DIRECTORY ASSISTANCE.

WHILE ADVANCING THE CALL OR WAITING FOR THE DIRECTORY ASSISTANCE OPERATOR TO ANSWER, ASK THE CALLING PARTY FOR HIS NUMBER. DO NOT PERMIT QUESTIONS OR EXPLANATIONS TO DELAY THE ADVANCEMENT OF THE CALL.

REMAIN CALM, AND LET THE CUSTOMER KNOW YOU ARE HELPING HIM. EVERY 10 TO 15 SECONDS LET THE CUSTOMER KNOW THE STATUS OF HIS CALL, BY SAYING, FOR EXAMPLE, "I'M DIALING THE POLICE", "I'M RINGING THE FIRE DEPARTMENT", "I'M TRYING TO GET THE NUMBER FOR YOU", ETC.

WHEN THE CALLED TELEPHONE ANSWERS, ABANDON ALL QUESTIONING OF THE CALLING PARTY.

IF YOU DO NOT COMPLETELY UNDERSTAND THE ABOVE PROCEDURE, OR HAVE ANY QUESTIONS ABOUT RECOGNIZING AND HANDLING EMERGENCY CALLS, TELL YOUR AMOS.

REMEMBER:

1. ESTABLISH THE CONNECTION AS QUICKLY AS POSSIBLE.
2. GIVE THE CALL YOUR UNDIVIDED ATTENTION AS LONG AS NECESSARY.
3. DO NOT DELAY THE CALL TO ASK QUESTIONS.
4. KEEP THE CUSTOMER INFORMED, EVERY 10 TO 15 SECONDS, OF THE REASON FOR THE DELAY.

CUSTOMER COMPLAINT CALLS - SA & AMOS

WE RECEIVE MANY CUSTOMER COMPLAINT CALLS FOR THE "TOP MAN", "HIGHEST IN AUTHORITY", "PRESIDENT",ETC. THESE COMPLAINT CALLS SHOULD BE HANDLED, WHENEVER POSSIBLE, BY THE S.A. IF YOU ARE UNABLE TO HANDLE THE CALL, TO THE CUSTOMERS SATISFACTION, HE SHOULD THEN BE REFERRED TO MANAGEMENT PERSONNEL IN THE FOLLOWING ORDER:

1. ASSISTANT MANAGER OPERATOR SERVICES
2. MANAGER OPERATOR SERVICES
3. MR HARPER
4. MR CASSELMAN
5. MR SMART
6. MR LOWELL

AMOS'S NOTE:

IF IT IS NECESSARY TO REACH ANY OF THE ABOVE AT THEIR HOME TELEPHONE, ADVISE THE CUSTOMER SOMEONE WITH HIGHER AUTHORITY WILL CALL THEM. CALL THE PEOPLE ON THE ABOVE LIST, IN THE ORDER GIVEN. WHEN YOU REACH SOMEONE, FURNISH THE CUSTOMERS NUMBER AND A BRIEF EXPLANATION OF THE PROBLEM.

9-20-73

THIS PROGRAM IS FOR THE USE OF THE SA'A AND AMOS'S ONLY.

DIAL RATE - REVIEW

IT IS NECESSARY TO MARK THE DIAL RATE DESIGNATION ON ALL(WITHIN THE CONTINENTAL UNITED STATES AND HAWAII - EXCLUDING ALASKA) CUSTOMER DIALABLE CALLS UNDER THE FOLLOWING CONDITIONS:

1. THE CUSTOMER STATES THAT HE IS PHSICALLY HANDICAPPED;
2. THE CUSTOMER INDICATES THAT HE HAS MADE MORE THAN ONE ATTEMPT TO REACH THE DESIRED DESTINATION, BUT WAS UNSUCCESSFUL FOR REASONS OTHER THAN BY, DA, OR SINGLE WRONG NUMBER ENCOUNTERED, AND THE CALL REQUIRES NO OTHER OPERATOR HANDLING;
3. THE CALLED OR CALLING PLACE IS A POINT NOT EQUIPPED FOR DIRECT DISTANCE DIALING, FOR EXAMPLE, A TOLL STATION, AND;
4. THE CUSTOMER REQUESTS ASSISTANCE ON A DIALABLE CALL ON WHICH HE WAS CUT OFF OR EXPERIENCED POOR TRANSMISSION.

DTV G SEC 1 RULE 2.11

ONE OF THE CONDITIONS STATED ABOVE MUST APPLY BEFORE YOU MARK THE DIAL RATE. IF THE CUSTOMER DOES NOT PROVIDE ENOUGH INFORMATION, FOR EXAMPLE, IF HE JUST SAYS, "WILL YOU DIAL THIS NUMBER? I'M HAVING TROUBLE GETTING IT", YOU MUST QUESTION HIM TO DETERMINE IF THE DIAL RATE APPLIES. WE ARE CHARGED WITH AN ERROR IF WE FAIL TO ESTABLISH THE REASON FOR MARKING THE DIAL RATE.

9-20-73

USE OF THE FRONT CORD - REVIEW

THE FRONT CORD SHOULD BE USED ON ANY OF THE FOLLOWING ACTIONS, SUBSEQUENT TO THE INITIAL ANSWERING OF A CALL:

1. CALLS TO SERVICE ASSISTANTS
2. QUOTING T & C
3. REACHING REPAIR SERVICE
4. REACHING 3RD PARTY TO SECURE ACCEPTANCE OF CHARGE
5. REPORTING TROUBLE TO 161

DIV G SEC 4B RULE 8.01

DIV G SEC 10 RULE 5.04B

9-20-73

REVIEW - HOLDING UP LINES

WE CONTINUE TO RECEIVE SERIOUS COMPLAINTS ABOUT LINES BEING HELD UP BY THE OPERATOR. WE WOULD CERTAINLY NOT WANT TO BE RESPONSIBLE FOR ANY EMERGENCY OR URGENT CALL BEING DELAYED BECAUSE WE WERE HOLDING UP THE LINE.

THE S.A. OR A.M.O.S. MUST BE NOTIFIED ANYTIME IT IS NECESSARY TO HOLD UP A LINE. A PERMANENT SIGNAL OR LINE BEING HELD MUST NEVER BE LEFT UNATTENDED ON A VACANT POSITION.

UNDER NO CIRCUMSTANCES SHOULD AN OPERATOR OR SERVICE ASSISTANT HOLD A LINE BECAUSE OF DIFFICULTY IN DEALING WITH A CUSTOMER. THIS IS A REFUSAL TO GIVE SERVICE, AND SERVICE TO OUR CUSTOMERS IS OUR BUSINESS.

REMEMBER: NOTIFY THE S.A.OR A.M.O.S. ANYTIME A LINE HAS TO BE HELD.

9-6-73

REVIEW - HOLDING INTERVAL

IN ORDER TO GIVE THE BEST POSSIBLE SERVICE TO ALL OF OUR CUSTOMERS, WE NEED TO OBTAIN THE MAXIMUM EFFICIENCY FROM OUR TOLL NETWORK. A REVIEW OF THE FOLLOWING ITEMS WILL IMPROVE OUR CIRCUIT USEAGE.

HOLDING INTERVAL- PERSON OR COLLECT CALLS

THE HOLDING INTERVAL TO LOCATE A PARTY OR SECURE ACCEPTANCE OF THE CHARGE ON A COLLECT CALL HAS BEEN REDUCED FROM 3 MINUTES TO ONE MINUTE. IF EITHER THE CALLING PARTY OR THE PERSON AT THE CALLED TELEPHONE INDICATES YOU SHOULD HOLD LONGER TO REACH THE CALLED PARTY, CONTINUE TO WAIT FOR A REASONABLE PERIOD.

AFTER 1 MINUTE ASK IF THE CALLED PARTY IS READY TO TALK. IF NO RESPONSE IS RECEIVED, GIVE THE REPORT,"I AM SORRY, I HAVE NOT YET REACHED MR.(CLD. PTY.). WILL YOU SPEAK TO ANY ONE ELSE, OR SHALL I LEAVE WORD?" PROCEED AS DIRECTED BY THE CALLING PARTY. HOLD THE CALLED LINE UNTIL YOU HAVE DETERMINED THE WISHES OF THE CALLING PARTY.

ON A STATION COLLECT CALL, IF NO ONE HAS ACCEPTED OR REFUSED THE CHARGE AT THE END OF ONE MINUTE, GIVE THE REPORT,"I HAVE BEEN UNABLE TO REACH ANYONE WHO WILL AUTHORIZE ACCEPTANCE OF THE CHARGE." IF THE CALLING PARTY ASKS YOU TO CONTINUE WAITING, EXPLAIN THAT THE CONNECTION CANNOT BE HELD ANY LONGER ON A STATION CALL AND ASK, "WILL YOU TRY YOUR CALL AGAIN LATER, PLEASE."

EXTENTION BUSY

WHEN A REPORT OF EXTENTION BUSY IS RECEIVED, ACKNOWLEDGE AND CLEAR THE TRUNK. GIVE THE REPORT TO THE CALLING PARTY AND ASK HIM IF HE WOULD LIKE TO PLACE HIS CALL AGAIN LATER.

AT THE REQUEST OF THE CALLING PARTY OR THE CALLED TELEPHONE, YOU CAN HOLD FOR A BUSY EXT. IF THE EXT IS STILL BUSY AFTER WAITING FOR ABOUT 1 MINUTE, OR LONGER IF YOU FEEL DESIRABLE, OR IF NO RESPONSE IS RECEIVED WHEN YOU ASK IF THE EXT IS STILL BUSY, CLEAR THE TRUNK AND GIVE THE REPORT TO THE CALLING PARTY SAYING, "(CLD. PTY'S) EXT IS STILL BUSY. WOULD YOU LIKE TO PLACE YOUR CALL AGAIN LATER, PLEASE?"

21

SEQUENCE CALLS

WHENEVER YOU RECEIVE A REQUEST FROM A CUSTOMER TO PLACE TWO OR MORE CALLS AT THE SAME TIME FROM THE SAME CALLING TELEPHONE, YOU SHOULD SUGGEST THAT THE CUSTOMER DIAL THEM HIMSELF ONE AFTER ANOTHER, IF THEY ARE DIALABLE, OR IF THE CALLS REQUIRE OPERATOR HANDLING, SUGGEST HE PLACE EACH AS A NEW CALL. OFFER THE EXPLANATION HE WILL RECEIVE FASTER SERVICE IF HE DOES SO. HOWEVER, IF THE CUSTOMER WISHES THEM COMPLETED ADVISE HIM YOU WILL CONNECT HIM WITH THE SEQUENCE OPERATOR. PLUG INTO THE JACK DESIGNATED OPR 41 TO REACH THE SEQUENCE OPERATOR AND CUT OUT.

DIV S, SEC 7

REVIEW 8-22-73

EMERGENCY CALLS TOLL & LOCAL (REVIEW)

28

WE HAVE RECEIVED MANY CUSTOMER COMPLAINTS RECENTLY ABOUT THE WAY WE ARE HANDLING EMERGENCY CALLS. BELOW IS A REVIEW OF THE PROPER PROCEDURE FOR HANDLING THESE CALLS.

EMERGENCY CALLS MAY RELATE TO SUCH MATTERS AS SERIOUS ACCIDENT, ILLNESS OR DEATH; FIRE, FLOOD, WRECK OR OTHER DISASTER; CIVIL AND MILITARY DEFENSE; RIOT OR ACT OF WAR; INCIDENTS REQUIRING THE AID OF AMBULANCE OR LIFE SAVING SERVICE, POLICE, FIRE DEPARTMENT, DOCTORS, HOSPITALS AND MILITARY OR GOVERNMENT AUTHORITIES.

GIVE EMERGENCY CALLS YOUR UNDIVIDED ATTENTION AS FAR AS THIS IS NECESSARY.

DO NOT DELAY ADVANCING THE CALL TO ASK QUESTIONS UNLESS THE CALLING PARTY AT ONCE ASKS YOU TO MAKE THE REPORT FOR HIM. IN WHICH CASE, REQUEST THE CALLING NUMBER AND THE LOCATION AND NATURE OF THE EMERGENCY AND SAY, "I WILL REPORT IT FOR YOU."

IF THE CALL IS NOT GIVEN BY NUMBER, OBTAIN THE NUMBER FROM YOUR POSITION INFORMATION OR FROM THE INFORMATION OPERATOR AS THE CASE REQUIRES. DO NOT ASK THE CALLING PARTY FOR THE NUMBER OR CONNECT HIM TO DIRECTORY ASSISTANCE.

WHILE ADVANICING THE CALL OR WAITING FOR DIRECTORY ASSISTANCE TO ANSWER, ASK THE CALLING PARTY FOR HIS NUMBER. DO NOT PERMIT QUESTIONS OR EXPLANATIONS TO DELAY THE ADVANCEMENT OF THE CALL.

WHEN THE CALLED TELEPHONE ANSWERS, ABANDON ALL QUESTIONING OF THE CALLING PARTY.

JUDGEMENT AND COMMON SENSE MUST BE EXERCISED WHEN UNUSUAL SITUATIONS ARISE. IF YOU ENCOUNTER ANY DIFFICULTY IN COMPLETING THE CALL NOTIFY THE SERVICE ASSISTANT AS AN OVERLAP.

REMEMBER---

1. ESTABLISH THE CONNECTION AS QUICKLY AS POSSIBLE.
2. GIVE THE CALL YOUR UNDIVIDED ATTENTION AS LONG AS THIS IS NECESSARY.
3. HAVE THE CALLING PARTY REMAIN ON THE LINE.
4. IF YOU ARE DELAYED IN COMPLETING THE CALL FOR ANY APPRECIABLE TIME, FOR INSTANCE 15 TO 20 SECONDS, INFORM THE CUSTOMER THE REASON FOR THE DELAY.

8-22-72

RATES FROM PAGE, ARIZ. AND GLEN CANYON CITY, UTAH

CALLS FROM PAGE, ARIZ. AND GLEN CANYON CITY, UTAH WILL BE HANDLED BY UNIT 3 OPERATORS EFFECTIVE 6-8-73.

THE PAGE RATES WILL CONTINUE TO BE FILED WITH THE FLAGSTAFF PAGES AS THEY ARE NOW IN THE RATE AND ROUTE GUIDE.

ON REQUESTS FOR RATES FROM GLEN CANYON CITY, UTAH TO UTAH POINTS IT WILL BE NECESSARY TO QUOTE THE RATE. (UNIT 3 DOES NOT HAVE THE UTAH RATE STEPS IN THEIR CARDEX.)

REMINDERS FOR QUOTING THE UTAH RATES:

1. UTAH STATE TAX IS DIFFERENT THAN ARIZ. TAX.
2. UTAH INTRASTATE RATE PERIODS ARE DIFFERENT.
3. GLEN CANYON CITY IS ON DAYLIGHT SAVINGS TIME.
4. REQUESTS FOR UTAH COIN RATES - QUOTE THE AMOUNT TO BE COLLECTED INCLUDING TAX.
5. REQUESTS FOR UTAH COIN OVERTIME - QUOTE THE AMOUNT TO BE COLLECTED.

IOTC REMINDER

WHEN QUOTING IOTC RATES BE SURE AND CHECK THE TIME REDUCED RATE PERIODS ARE IN EFFECT FOR THE PARTICULAR COUNTRY.

PAGE, ARIZ. AND GLEN CANYON CITY, UTAH

EFFECTIVE 12-19-77 ~~6-8-75~~ UNIT ~~3~~ 1 WILL HANDLE CALLS FROM PAGE, ARIZ. AND GLEN CANYON CITY, UTAH.

THE FOLLOWING SPECIAL PROCEDURES WILL APPLY ON THESE CALLS:

1. OBTAIN THE COMPLETE CALLING NUMBER ON ALL CALLS. THIS IS NECESSARY TO IDENTIFY THE CALLING PLACE AS PAGE, ARIZ. NNX 645, OR GLEN CANYON CITY, UTAH NNX 675. NXX NXX

2. RATES FROM PAGE, ARIZ. WILL BE IN THE CARDEX. THE CARDEX WILL ALSO LIST THE RATE PERIODS FOR GLEN CANYON CITY, UTAH. THE RATE PERIOS ARE DIFFERENT - BE SURE TO CHECK YOUR CARDEX. (UTAH IS ALSO ON DAYLIGHT SAVING TIME.) THE RATES FROM GLEN CANYON CITY, UTAH TO FREQUENTLY CALLED POINTS IN ARIZONA WILL ALSO BE IN THE CARDEX. ALL OTHER RATES FROM GLEN CANYON CITY MUST BE SECURED FROM RATE & ROUTE. WHEN REQUESTING A RATE SPECIFY IF FROM A COIN TELEPHONE AND RATE & ROUTE WILL QUOTE THE TOTAL DEPOSIT. FOR OVERTIME ASK FOR THE "COIN OVERTIME" AND RATE & ROUTE WILL QUOTE THE AMOUNT TO BE COLLECTED.

3. TEMPORARILY USE TANDEM 2 TRUNKS TO CALL NUMBERS IN PAGE OR GLEN CANYON CITY, UTAH. ALL COIN TELEPHONES ARE POST-PAY AND CAN BE CALLED ON TANDEM ~~2~~ TRUNKS TO COLLECT OVERTIME.

4. CALLS FOR PAGE MANUAL MOBILE TELEPHONE NUMBERS SHOULD BE CONNECTED TO THE FLAGSTAFF MOBILE OPERATOR. PLEASE ANNOUNCE TO THE FLAGSTAFF MOBILE OPERATOR, "PAGE, ARIZ. CUSTOMER", AND FLAGSTAFF WILL TIME THE TICKET.

5. CALLS FOR REPAIR SERVICE - CONNECT TO CDO REPAIR - 254-6491.

6. EMERGENCY NUMBERS FOR PAGE, ARIZ. ARE LISTED ON THE UNDERGLASS BULLETIN. IF THE EMERGENCY CALL IS FROM GLEN CANYON CITY, UTAH, CONNECT WITH THE PARK SERVICE NO. 645-2461. AZ AND GL CYN CITY U

7. THE TELEPHONE COMPANY BUSINESS OFFICE NUMBER FOR PAGE AND GLEN CANYON CITY, UTAH IS ON THE UNDERGLASS BULLETIN. IN THE CARDEX.

8. PAGE HAS ~~TWO~~ THREE PINK HOTELS, WAHWEAP AND DESERT LAKE. THESE HOTELS WILL BE RECOGNIZED BY THE RECORDED ANNOUNCEMENT, "TIME AND CHARGE". THE CHARGE MUST BE QUOTED BY TELETYPE FOR THE ABOVE HOTELS. ALL OTHER HOTEL CHARGES WILL BE QUOTED VERBALLY. EMPIRE HOUSE

9. THERE ARE THREE TOLL STATIONS IN THE PAGE AREA. THEY ARE: BITTER SPRINGS TRADING POST, CEDAR RIDGE AND THE GAP.

10. THERE IS NO TIME OF DAY NUMBER IN THE PAGE AREA. IF YOU HAVE A REQUEST FOR THE TIME OF DAY, IT WILL BE NECESSARY TO DETERMINE IF THE REQUEST IF FROM A PAGE OR GLEN CANYON CITY CUSTOMER, ~~&~~ then give out the one

11. A 645 NUMBER TEST TRUNK IS PROVIDED AND ~~TEMPORARILY~~ LOCATED IN ~~PANEL T1 ON THE~~ UNIT 3 SWITCHBOARD. ~~Jack~~ PANEL T2. ~~Trunk~~ (Will maybe on day light saving)

12-19-77

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1972

EMERGENCY CALLS TOLL & LOCAL

A CALL SHALL BE GIVEN EMERGENCY HANDLING WHEN A CALLING PARTY STATES THAT IT IS AN EMERGENCY OR URGENT CALL; OR HE PLACES HIS REQUEST IN A MANNER WHICH INDICATES AN EMERGENCY SITUATION; ALSO YOU MAY BE ABLE TO TELL IT IS AN EMERGENCY FROM THE NATURE OF THE REQUEST.

EMERGENCY CALLS MAY RELATE TO SUCH MATTERS AS SERIOUS ACCIDENT, ILLNESS OR DEATH; FIRE, FLOOD, WRECK OR OTHER DISASTER; MAINTENINCE OF ESSENTIAL PUBLIC SERVICES; CIVIL AND MILITARY DEFENSE; RIOT OR ACT OF WAR; INCIDENTS REQUIRING THE AID OF AMBULANCE OR LIFE SAVING SERVICE, POLICE, FIRE DEPARTMENT, DOCTORS, HOSPITALS AND MILITARY OR GOVERNMENT AUTHORITIES.

GIVE EMERGENCY CALLS YOUR UNDIVIDED ATTENTION AS FAR AS THIS IS NECESSARY.

DO NOT FEEL THAT YOU MUST ALWAYS FOLLOW PRESCRIBED OPERATING PROCEDURES. TRAFFIC OPERATING PRACTICE IS TO BE USED AS A GUIDE TO THE HANDLING OF ROUTINE CALLS. JUDGEMENT AND COMMON SENSE MUST BE EXERCISED WHEN UNUSUAL SITUATIONS ARISE.

DO NOT DELAY ADVANCING THE CALL TO ASK QUESTIONS UNLESS THE CALLING PARTY AT ONCE ASKS YOU TO MAKE THE REPORT FOR HIM. IN WHICH CASE, REQUEST THE CALLING NUMBER AND THE LOCATION AND NATURE OF THE EMERGENCY AND SAY, " I WILL REPORT IT FOR YOU."

IF THE CALL IS NOT GIVEN BY NUMBER, OBTAIN THE NUMBER FROM YOUR POSITION INFORMATION OR FROM THE INFORMATION OPERATOR AS THE CASE REQUIRE. DO NOT ASK THE CALLING PARTY FOR THE NUMBER OR CONNECT HIM TO INFORMATION.

WHILE ADVANCING THE CALL OR WAITING FOR INFORMATION TO ANSWER, ASK THE CALLING PARTY FOR HIS NUMBER. DO NOT PERMIT QUESTIONS OR EXPLANATIONS TO DELAY THE ADVANCEMENT OF THE CALL.

WHEN THE CALLED TELEPHONE ANSWERS, ABANDON ALL QUESTIONING OF THE CALLING PARTY.

IF AN NC OR NO TRUNK CONDITION IS ENCOUNTERED, CONCENTRATE ON OBTAINING A CIRCUIT OR TRUNK, AND REFER THE CALL TO THE SERVICE ASSISTANT.

IF YOU RECEIVE A CALL FOR AN AMBULANCE IN A LOCALITY WHERE NONE IS AVAILABLE, ESTABLISH CONNECTION TO THE POLICE DEPARTMENT.

IF THE CALLED NUMBER IS BUSY, GIVE THE REPORT AND ASK THE CALLING PARTY IF HE WISHES YOU TO INTERRUPT THE CONVERSATION. IF THE CALLING PARTY DOES NOT WISH CONVERSATION INTERRUPTED, TELL HIM YOU WILL CALL HIM AS SOON AS YOU SECURE THE LINE.

CALLS FROM COIN TELEPHONES (LOCAL AND TOLL). THERE IS NO CHARGE FOR LOCAL EMERGENCY CALLS TO THE POLICE, SHERIFF AND FIRE DEPARTMENT.

ON AN EMERGENCY CALL FROM A COIN TELEPHONE FOR WHICH THERE IS A CHARGE, DO NOT DELAY THE CALL TO OBTAIN A DEPOSIT BUT WAIT IF NECESSARY UNTIL THE CALL HAS BEEN COMPLETED. IF THE CALLING PARTY INDICATES HE IS NOT PREPARED TO MAKE A DEPOSIT, TRY TO OBTAIN HIS NAME AND ADDRESS AND ENTER THEM WITH AN EXPLANATION ON THE TICKET.

IF A DELAY OR OTHER SERVICE DIFFICULTY IS ENCOUNTERED REFER TO THE SERVICE ASSISTANT IMMEDIATELY.

INQUIRY AS TO YOUR IDENTITY.

IF A CUSTOMER REQUESTS YOUR NUMBER GIVE IT WITHOUT HESITATION, BY SAYING FOR EXAMPLE, "MY NUMBER IS (NO)".

GENERALLY IT IS DESIRABLE TO GIVE YOUR NAME IF A CUSTOMER ASKS FOR IT AFTER HE HAS EXPERIENCED DIFFICULTY ON A CALL OR YOU HAVE RENDERED SERVICE WHICH CAUSES HIM TO COMMENT FAVORABLY. IT IS NOT REQUIRED TO GIVE YOUR NAME IF YOU DO NOT WISH TO DO SO, HOWEVER IF YOUR NAME IS NOT GIVEN YOUR OPERATOR NUMBER MUST BE GIVEN.

DIV G SEC 15, PARA 2.02 & 2.03

6-68

1973 CREDIT CARD

THE ACCOUNTING DEPARTMENT WILL MAIL THE 1973 CREDIT CARDS BETWEEN THE FIRST AND SIXTH WORKING DAY OF JANUARY 1973. THE 1973 CREDIT CARD LETTER WILL BE COMPARED TO THE 7TH DIGIT OF THE CREDIT CARD NUMBER. WE WILL ACCEPT THE OLD AND NEW CREDIT CARDS DURING THE MONTH OF JANUARY ONLY.

THERE WILL BE TWO CREDIT CARD DIGIT CHECK LISTS, FOR THE OPERATOR'S USE, UNTIL FEBRUARY 1, 1973. THE NEW CHECK LIST WILL REPLACE THE PRESENT 1972 DIGIT CHECK LIST ON THE UNDERGLASS BULLETIN. THE OLD (1972) DIGIT CHECK LIST WILL BE POSTED IN THE LOWER RIGHT-HAND CORNER OF THE CREDIT CARD SECTION ON THE UNDERGLASS BULLETIN UNTIL FEBRUARY 1, 1973. AFTER THE CUSTOMER GIVES YOU A CREDIT CARD NUMBER, CHECK THE NEW (1973) CREDIT CARD VALIDITY CHECK LIST FIRST. IF THE DIGIT AND THE LETTER DO NOT MATCH IMMEDIATELY CHECK THE 1972 CREDIT CARD LIST. REMEMBER ON ALL CREDIT CARD CALLS YOU MUST CHECK THE NUMBER THREE WAYS:

1. CHECK THE INVALID LETTER
2. CHECK FOR INVALID RAO
3. CHECK FOR INVALID CREDIT CARD NUMBER

IF THE CUSTOMER GIVES YOU AN INCORRECT CREDIT CARD NUMBER SAY, FOR EXAMPLE, "THAT DOES NOT SEEM TO BE A CORRECT CREDIT CARD NUMBER." OR "IS THAT THE CREDIT CARD NUMBER PRINTED ON YOUR CREDIT CARD?" THEN IF THE CALLING PARTY DOES NOT CHANGE THE NUMBER ASK HIM IF HE IS READING THE NUMBER DIRECTLY FROM HIS CREDIT CARD. IF HE STILL CANNOT GIVE YOU AN ACCEPTABLE CREDIT CARD NUMBER, EXPRESS REGRET, TELLING HIM THAT YOU ARE UNABLE TO HANDLE THE CALL ON A CREDIT CARD BASIS. SUGGEST OTHER BILLING ARRANGEMENTS, FOR EXAMPLE, PAID OR COLLECT. IN ANY CASE, DO NOT DIVULGE HOW YOU KNOW THAT THE CREDIT CARD NUMBER IS INCORRECT. IF THE CUSTOMER CHARGES THE CALL TO A THIRD NUMBER, SECURE ACCEPTANCE BEFORE PROCEEDING TO COMPLETE THE CALL.

THE NEW CREDIT CARD WILL BE MANDATORY ON FEBRUARY 1ST.

THE FOLLOWING STATEMENT IS POSTED ON ALL SWITCHBOARD POSITIONS:

"DIVULGENCE OF INFORMATION REGARDING THE FORMAT OF THE BELL SYSTEM CREDIT CARD NUMBERING IS A VIOLATION OF COMPANY RULES

AND REGULATIONS. OFFENSES OF THIS TYPE ARE SUBJECT TO DISCIPLINARY ACTION INCLUDING DISMISSAL AND MAY BE A VIOLATION OF THE LAW PUNISHABLE BY A FINE AND/OR IMPRISONMENT." THE ABOVE STATEMENT MUST BE ASSOCIATED WITH ANY DISPLAY OF THE 1973 CREDIT CARD LETTERS.

WITH THE TREMENDOUS INCREASE IN FRAUDULENT CALLING, THE CTI DEPARTMENT CANNOT POSSIBLY STOP ALL MISUSE OF THE NEWWORK. THESE CALLS MUST BE STOPPED AT THE SOURCE, NOT AFTER THE FACT. IN VARIOUS TEST CALLS WE FIND THAT THE OPERATORS ARE NOT MAKING CHECKS FOR INCORRECT CREDIT CARD NUMBERS AS THEY HAVE BEEN INSTRUCTED. IT IS YOUR RESPONSIBILITY, AS AN OPERATOR, TO CHECK ALL CREDIT CARD NUMBERS BEFORE ADVANCING THE CALL. IF YOU HAVE ANY QUESTIONS CONCERNING A CREDIT CARD NUMBER ASK THE SA.

CHRISTMAS TRAFFIC - 1972

IN ORDER TO GIVE FASTER SERVICE AND ENABLE OPERATORS AND CUSTOMERS TO COMPLETE MORE CALLS, THE FOLLOWING SPECIAL PRACTICES WILL BE IN EFFECT FROM 5:00PM SUNDAY, DECEMBER 24, 1972 UNTIL 8:00AM TUESDAY, DECEMBER 26, 1972.

ANSWER SIGNALS CHRISTMAS EVE AND CHRISTMAS DAY BY SAYING, "MERRY CHRISTMAS, MAY I HELP YOU?"

1. DO NOT REACH 121 (INWARD OPR) UNLESS IT IS INCLUDED IN THE ROUTING INSTRUCTIONS.

2. WHEN YOU SECURE A ROUTE FROM THE R&R OPERATOR GIVE IT TO THE CALLING PARTY, UNLESS IT IS TOO COMPLICATED.

3. DO NOT ASK THE CUSTOMER TO DEPOSIT COINS UNTIL YOU HAVE THE CALLED STATION OR CALLED PARTY READY TO TALK.

4. IT IS NOT NECESSARY TO COMPLETE ALL TICKET DETAILS ON CANCELLED CALLS DECEMBER 24, 25, AND 26. BE SURE TO MARK HA OR AREA CODE SO THE CANCELLED TICKETS CAN BE SEPARATED BY STATE AND OUT OF STATE.

5. VISUAL NC

WHEN LOOKING FOR AN AVAILABLE CIRCUIT IN THE MULTIPLE, ESPECIALLY TANDEM CIRCUITS, IT IS ESSENTIAL THAT WE DO NOT WASTE TIME WAITING FOR A CIRCUIT TO BECOME AVAILABLE. AFTER SCANNING THE MULTIPLE ONCE FOR AN AVAILABLE CIRCUIT OR TANDEM, IF NONE IS AVAILABLE, GIVE A NC REPORT, SAYING, "I'M SORRY DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

6. SENDER DELAYS

AFTER YOU HAVE TAKEN UP A TANDEM CIRCUIT IF THE CORD SIGNAL DOES NOT LIGHT PROMPTLY, REMAIN CUT IN WATCHING CLOSELY FOR A SIGNAL FOR 5 SECONDS, IF NECESSARY. THEN RELEASE THE CIRCUIT AND IMMEDIATELY MAKE A SECOND ATTEMPT, USING ANOTHER CIRCUIT IF POSSIBLE. NEVER HOLD MORE THAN ONE CIRCUIT IN AN ATTEMPT TO SECURE A SENDER.

ON THE SECOND ATTEMPT, IF A CORD SIGNAL IS NOT RECEIVED AFTER 5 SECONDS, RELEASE THE CIRCUIT. SAY, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?" AND PROCEED ACCORDINGLY.

THE ABOVE PRACTICE APPLIES UNLESS THE ONE ATTEMPT SIGNALS ARE ON, IN WHICH CASE GIVE THE REPORT AFTER WAITING ONLY THE FIRST 5 SECONDS FOR A CORD SIGNAL.

IT IS VERY IMPORTANT THAT WE KEY PULSE ACCURATELY. EXTRA ATTEMPTS WASTE TIME AND CAUSE UNNECESSARY EQUIPMENT BUSIES.

7. 120 IPM SIGNALS (REORDERS)

UPON RECEIPT OF A 3RD REORDER GIVE THE REPORT, SAYING, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

THE AVOVE PRACTICE APPLIES UNLESS THE ONE ATTEMPT SIGNALS ARE FLASHING, IN THIS CASE MAKE ONE ATTEMPT ONLY. GIVE THE REPORT, SAYING, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

8. RECORDED ANNOUNCEMENT OR OPERATOR REPORTS NC HEAVY TRAFFIC

IF YOU HAVE KEY PULSED A NUMBER OR PASSED AN ORDER FOR A CIRCUIT, AND RECEIVE A RECORDED ANNOUNCEMENT OR REPORT OF HEAVY TRAFFIC, IMMEDIATELY RELEASE THE CIRCUIT AND GIVE THE REPORT SAYING, I'M SORRY, DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

IF THE CALLING PARTY ASKS YOU TO TRY LATER, SAY FOR EXAMPLE, "ALL RIGHT, SIR. I'LL TRY AGAIN IN ABOUT 20 MINUTES." ENTER THE SUBSEQUENT ATTEMPT TIME ON THE FACE OF THE TICKET PRECEDED BY THE DELAY REPORT AND HOLD IT.

IF THE CALLING PARTY ASKS WHEN, OR HOW SOON HE SHOULD TRY HIS CALL AGAIN, SAY, "YOU MIGHT TRY AGAIN IN ABOUT 20 MINUTES."

9. TONE OF SERVICE

A GOOD TONE OF SERVICE IS VERY IMPORTANT, SINCE THE QUALITY OF SERVICE UNDER OVERLOAD CONDITIONS MAY NOT BE UP TO USUAL STANDARDS, AND MANY CUSTOMERS JUDGE THE SERVICE FROM THEIR EXPERIENCE UNDER THESE CONDITIONS. PARTICULAR ATTENTION SHOULD BE GIVEN TO OPERATOR CONCERN AND HELPFULNESS WHEN DEALING WITH CUSTOMERS. ACKNOWLEDGE CUSTOMERS' REQUESTS DISTINCTLY. BE SURE TO REFER ANY CRITICISMS TO THE SERVICE ASSISTANT.

10. RATES

REGULAR SUNDAY RATES WILL APPLY ON SUNDAY, DEC. 24TH, CHRISTMAS EVE. HOLIDAY RATES WILL BE IN EFFECT CHRISTMAS DAY, MONDAY, DEC. 25TH.

11. OVERSEAS CALLS

ON CALLS TO OVERSEAS POINTS, IF YOU ENCOUNTER NC TO THE OVERSEAS OPERATOR, REACH THE RATE & ROUTE OPERATOR AND FIND OUT IF CALLS CAN BE ACCEPTED FOR THE CALLED COUNTRY.

12. NEW YEARS

ANSWER SIGNALS NEW YEAR'S EVE AND NEW YEAR'S DAY BY SAYING, "HAPPY NEW YEAR, MAY I HELP YOU?"

MERRY CHRISTMAS AND

A HAPPY NEW YEAR

12-13-72

CDO TIME OF DAY STUDY

SUNDAY, DECEMBER 3, 1972, THROUGH SATURDAY DECEMBER 9, 1972, WE WILL BE TAKING A SPECIAL STUDY ON THE NUMBER OF REQUESTS FOR TIME OF DAY FROM EACH CDO. WE ARE HOPEFUL THIS STUDY WILL PROVE IN THE NEED FOR TIME OF DAY MACHINES IN THESE OFFICES.

PLEASE TALLY EACH REQUEST FOR TIME OF DAY FROM A CDO CUSTOMER.

11-30-72

42-A

HOLDING UP LINES

WE HAVE RECEIVED SEVERAL VERY SERIOUS COMPLAINTS ABOUT LINES BEING HELD UP BY THE OPERATOR. ONE OF THESE COMPLAINTS COULD HAVE RESULTED IN A DEATH. THE SA OR AMO MUST BE NOTIFIED ANYTIME IT IS NECESSARY TO HOLD UP A LINE. WE WOULD CERTAINLY NOT WANT TO BE RESPONSIBLE FOR ANY EMERGENCY OR URGENT CALL BEING DELAYED BECAUSE WE WERE HOLDING UP A LINE.

REMEMBER: NOTIFY THE SA OR AMOS IF A LINE HAS TO BE HELD UP.

12-5-72

CUSTOMER SERVICE

WE HAVE RECEIVED A VERY SERIOUS COMPLAINT FROM A CUSTOMER. HE SAYS WE HELD HIS LINE AND REFUSED TO GIVE HIM SERVICE. IT WAS NECESSARY FOR HIM TO GO TO ANOTHER TELEPHONE TO PLACE HIS CALLS.

UNDER NO CIRCUMSTANCE SHOULD AN OPERATOR OR SERVICE ASSISTANT TAKE IT UPON HERSELF TO HOLD A CUSTOMER'S LINE BECAUSE SHE CAN NOT DEAL SATISFACTORILY WITH HIM. THIS IS A REFUSAL TO GIVE SERVICE, AND SERVICE TO OUR CUSTOMERS IS OUR BUSINESS.

CDO TIME OF DAY STUDY

SUNDAY, DECEMBER 3, 1972, THROUGH SATURDAY DECEMBER 9, 1972, WE WILL BE TAKING A SPECIAL STUDY ON THE NUMBER OF REQUESTS FOR TIME OF DAY FROM EACH CDO. WE ARE HOPEFUL THIS STUDY WILL PROVE IN THE NEED FOR TIME OF DAY MACHINES IN THESE OFFICES.

PLEASE TALLY EACH REQUEST FOR TIME OF DAY FROM A CDO CUSTOMER.

11-30-72

FORT MCDOWELL RATE CHANGE

ON DECEMBER 7, 1972, THE FORT MCDOWELL EXCHANGE WILL BE CHANGED TO MU ZONE #13. CALLS TO OR FROM FORT MCDOWELL AND FIVE OTHER ZONES IN THE PHOENIX METRO AREA WILL NOW BE RATED AS MU ZONE CALLS INSTEAD OF THE PRESENT TOLL CHARGE. THE FIVE OTHER ZONES ARE CHANDLER, GLENDALE, LITCHFIELD PARK, NORTH PHOENIX, AND PHOENIX.

PLEASE REFER TO THE UNDERGLASS ZONE MAP FOR THIS CHANGE. DO NOT RELY ON MEMORY FOR THESE RATES.

11-24-72

AMBULANCE SERVICE

EFFECTIVE IMMEDIATELY ON CALLS FOR AN AMBULANCE THAT ARE TO BE CONNECTED THROUGH THE PHOENIX POLICE DEPARTMENT OR MARICOPA SHERIFF'S OFFICE, ADVISE THE CALLING PARTY, "I WILL CONNECT YOU WITH THE POLICE DEPARTMENT (OR SHERIFF'S OFFICE) THEY WILL DISPATCH AN AMBULANCE FOR YOU."

THE PHOENIX POLICE DEPARTMENT HAS REQUESTED THAT WE DO THIS TO AVOID CUSTOMER CONFUSION WHEN THEY ANSWER THE CALLS FOR AMBULANCE SERVICE.

11-14-72

SERVICE ASSISTANT

THE SECURITY DEPARTMENT HAS ASKED OUR ASSISTANCE IN TRACING POSSIBLE MISSUSE OF THE FOLLOWING CREDIT CARD NUMBERS:

776-5016-158D
776-5026-158D
776-5041-158D
776-5044-158D

WHEN THE OPERATOR REFERS THE ABOVE CREDIT CARD NUMBERS, REMIND HER TO HOLD THE CALLING LINE AND THE TICKET. CALL EXT. 6856 - 8AM TO 5PM AND EXT. 6083 AFTER 5PM. THEY WILL ARRANGE TO TRACE THE CALLING NUMBER. REFER ALL TICKETS, CANCEL AND COMPLETED TO AN AMOS.

PER N. EMANUEL
10-27-72

ELECTION DAY, NOV. 7, 1972

ON ELECTION DAY, NOV. 7, 1972, THE TELEVISION AND PRESS NEWS AGENCIES ARE AGAIN PLANNING FOR THE RAPID ACCUMULATION OF NATIONWIDE ELECTION RESULTS. AS SOON AS POSSIBLE AFTER CLOSING OF THE POLLS, REPORTERS WILL CALL VOTING RESULTS TO REGIONAL COLLECTION POINTS AND TO TELEVISION NETWORK BUREAUS. PROMPT, ACCURATE HANDLING OF THESE CALLS IS ESSENTIAL TO THE TABULATION OF NATIONWIDE RESULTS.

AS THE POLLS CLOSE, REPORTERS ASSIGNED TO EACH POLLING LOCATION WILL OBTAIN VOTE RESULTS AND PASS THEM TO THEIR REGIONAL CENTER. THESE CALLS WILL BE PLACED ON A "COLLECT" BASIS.

THE FOLLOWING SPECIAL OPERATING PRACTICE WILL BE USED TO ASSURE PROMPT HANDLING OF COLLECT CALLS FROM POLLING LOCATIONS TO THE NES (NEWS ELECTION SERVICE) REGIONAL CENTERS. NES WILL INSTRUCT REPORTERS TO PLACE THEIR CALLS WITH THE PHRASE "NES ELECTION COLLECT TO (NUMBER)."

RECEIVING AND RECORDING CALL

THE CALL WILL NORMALLY BE RECEIVED AS "NES ELECTION COLLECT TO (NUMBER)".

PREPARE A COLLECT TICKET, SHOWING THE NORMAL CALLED AND CALLING DETAILS. IT WILL NOT BE NECESSARY TO SECURE THE CALLING PARTY'S NAME. ALSO, NO CHECKS AS TO THE CALLED NUMBER BEING A COIN TELEPHONE WILL BE MADE.

COMPLETING THE CALL

MAKE AN IMMEDIATE ATTEMPT TO COMPLETE THE CALL. IF YOU ENCOUNTER AN NC, NC ANNOUNCEMENTS OR STATION BUSY, CONTINUE TO MAKE ATTEMPTS.

RELEASE THE CONNECTION AND MAKE ANOTHER ATTEMPT IF THE STATION DOES NOT ANSWER AFTER RINGING FOR APPROXIMATELY ONE MINUTE.

THE STATION WILL ANSWER "NES - OK COLLECT".

THIS IS ACCEPTANCE OF THE CHARGE THEREFORE, MAKE NO ANNOUNCEMENT. MARK THE "YES" BUBBLE AND TIME THE CALL.

IF THE CALLED STATION ANSWERS WITHOUT ACCEPTING THE CHARGE, PROCEED TO ANNOUNCE THE CALL AND SECURE ACCEPTANCE.

ON SATURDAY, NOVEMBER 4, 1972, NES (NEWS ELECTION SERVICE) WILL CONDUCT A TRIAL OF THEIR ENTIRE PROCEDURE. A NUMBER OF COLLECT CALLS WILL BE MADE DURING THE DAY TO SIMULATE THE REPORTING OF RESULTS. THE SPECIAL OPERATING PRACTICES WILL APPLY TO THESE CALLS.

OCT. 5, 1972

NUMBER TEST

ARIZONA CITY NUMBERS COME IN ON THE ELOY STRIP. THESE ARE 466 NUMBERS WITH THE LINE NUMBER BEGINNING WITH 50, 51, 52, 53 AND 54 AND WILL BE HANDLED THE SAME AS ELOY EXCEPT FOR THE NUMBER TEST.

EFFECTIVE 9-17-72, TO VERIFY ARIZONA CITY NUMBERS YOU MUST DIAL 01+THE LAST 4 DIGITS ON THE ELOY NUMBER TEST TRUNK. DIAL 00+THE LAST 4 DIGITS TO NUMBER TEST ALL OTHER 466 NUMBERS. FOR ALL OTHER CDOS DIAL 00+THE LAST 4 DIGITS. (YOU NO LONGER DIAL 0+ 4 DIGITS FOR ANY NUMBER TEST.) THIS INFORMATION WILL BE LISTED ON THE "NUMBER TEST" PAGE IN THE CARDEX.

THE SPECIAL NUMBER TEST TRUNKS (242,247, 263, TRAILER TEST ETC.) ARE TO BE ARRANGED IN NUMERICAL ORDER BY THE PLANT DEPARTMENT. THERE WILL BE NO CHANGE IN THE LOCATION OF THE REGULAR NUMBER TEST TRUNKS OR THE CDO NUMBER TEST TRUNKS.

ALL NUMBER TEST TRUNKS WILL BE DESIGNATED BY THE BLUE STRIPS.

THE CODE FOR DIALING ON THE NUMBER TEST WILL BE LISTED ON THE "NUMBER TEST" PAGE IN THE CARDEX. ALL PREPARATION FOR NUMBER TESTING (LOCATION OF THE NUMBER TEST TRUNK AND DIALING CODE) SHOULD BE DONE BEFORE YOU LEAVE THE LINE. IF YOU ARE OFF THE LINE OVER 45 SECONDS AN IRREGULARITY APPLIES.

9-11-72

PROPERLY ADVISED TO DO SO. THE ONLY EXCUSE FOR HANDLING DIRECTORY ASSISTANCE REQUEST IS "I'M SORRY, WE NO LONGER CONNECT TO DIRECTORY ASSISTANCE." NEVER USE AN ARGUMENTIVE OR DEMANDING TONE OF SERVICE WHEN INSTRUCTING THE CUSTOMER.

IF THE CUSTOMER IS VERY INSISTENT OR UPSET AND WISHES YOU TO CONNECT HIM DO SO.

BELOW IS A REVIEW OF HOW TO HANDLE CALLS FOR DIRECTORY ASSISTANCE FROM:

1. METROPOLITAN FLAT AND COIN--ADVISE DIRECTORY ASSISTANCE IS 411. CONNECT THE CUSTOMER IN CASE OF AN EMERGENCY OR IF HE EXPRESSES DISSATISFACTION.

2. CDO FLAT--ADVISE DIRECTORY ASSISTANCE IS 1411. CONNECT ON EMERGENCY CALLS AND CALLS FROM HARQUAHALA VALLEY (HARQUAHALA VALLEY IS UNABLE TO DIAL 1411.) OR THE CUSTOMER EXPRESSES DISSATISFACTION.

3. CDO COIN--CONNECT TO ARIZONA DIRECTORY ASSISTANCE

8-28-72

HANDLING CALLS FROM NEWS MEDIA

ON CALLS FROM PEOPLE OF THE NEWS MEDIA (NEWSPAPER, RADIO OR TV REPORTERS), WHO WISH ANY INFORMATION ON THE POSITION OF MOUNTAIN BELL IN ANY SITUATION, USE THE FOLLOWING PROCEDURE:

WEEKDAYS---8AM TO 5PM

TAKE THE NAME AND NUMBER OF THE CALLING PARTY AND TELL HIM SOMEONE WILL RETURN HIS CALL WITHIN THE HOUR. REFER THE CALL TO ONE OF THE FOLLOWING NUMBERS: (USING THE ORDER GIVEN)

1. 271-3147
2. 271-3504
3. 271-3526

WHEN YOU REACH SOMEONE IN THE PUBLIC RELATIONS DEPARTMENT (THE NUMBERS LISTED ABOVE) GIVE YOUR NAME AND UNIT NUMBER AND A BRIEF EXPLANATION OF THE REQUEST RECEIVED AND THE COMMITMENT MADE. THE PUBLIC RELATIONS DEPARTMENT WILL HANDLE THE REQUEST FROM THIS POINT.

EVENINGS, WEEKENDS AND HOLIDAYS

USE THE ABOVE PROCEDURE BUT CALL THE FOLLOWING PEOPLE: (USING THE ORDER GIVEN)

1.	JOHN MCMULLAN	274-7529
2.	WARREN REED	277-3724
3.	JIM WERNER	932-3666
4.	FRANK MOSS	977-4774

IF YOU ARE UNABLE TO REACH ANYONE IN THE PUBLIC RELATIONS DEPARTMENT WITHIN THE TIME COMMITMENT GIVEN, CALL THE PARTY BACK AND EXPLAIN THAT WE HAVE BEEN UNABLE TO REACH SOMEONE WHO CAN HELP HIM. ASSURE HIM WE WILL CONTINUE TRYING. SOMEONE WILL RETURN HIS CALL. NEVER TRY TO ANSWER HIS QUESTIONS YOURSELF.

8-24-72

REVIEW ITEMS

1. COMPLAINT CALLS--CUSTOMER COMPLAINT CALLS FOR THE "TOP MAN", HIGHEST IN AUTHORITY, PRESIDENT, MR. JOLLY OR MR. ROGEL SHOULD BE REFERRED TO THE SA.

2. NUMBER VERIFIED AND FOUND OD--IF A CUSTOMER INDICATES A NUMBER MAY BE OUT OF ORDER AND ASK YOU TO VERIFY IT, DO SO. IF YOU FIND THE NUMBER IS OD MAKE OUT A TROUBLE TICKET. DO NOT REFER THE CUSTOMER TO REPAIR SERVICE (114).

3. COINS FAIL TO RETURN ON CN PD CALL--IF YOU ARE UNABLE TO RETURN THE DEPOSIT, TAKE THE CALLING PARTY'S NAME AND ADDRESS AND EXPLAIN THAT HIS MONEY WILL BE REFUNDED BY MAIL. DO NOT TELL HIM TO "JUST CALL THE OPERATOR WHEN HE IS READY TO TRY AGAIN AND SHE WILL GIVE HIM CREDIT".

4. REVERTING CODE--WHEN THE CUSTOMER WANTS TO KNOW THE CODE FOR CALLING SOMEONE ON HIS LINE MAKE OUT A TROUBLE TICKET, MARK REV CODE, AND TELL HIM SOMEONE WILL CONTACT HIM WITH THE CODE. BOTH THE CALLING AND CALLED NUMBERS ARE REQUIRED ON THIS REPORT.

5. REORDER SIGNAL (120 IPM)--UPON RECEIVING A RO (120 IPM) CLEAR THE TRUNK SAYING "ONE MOMENT, PLEASE. I WILL TRY IT AGAIN." MAKE AN IMMEDIATE SECOND, AND IF NECESSARY, A THIRD ATTEMPT. ATTEMPT TO REACH THE INWARD OPERATOR AFTER THE THIRD ATTEMPT. IF YOU ARE STILL UNABLE TO COMPLETE THE CALL SAY "THE CIRCUITS ARE BUSY NOW. WILL YOU TRY LATER PLEASE." BE SURE YOU UNDERSTAND WHAT SIGNAL YOU ARE RECEIVING. DO NOT GIVE A RO REPORT ON A BUSY OR A BUSY REPORT ON A RO.

6. LEAVE WORD--IT IS NECESSARY ON ALL LEAVE WORD CALLS TO LEAVE THE CALLING PARTY'S NUMBER. DO NOT LEAVE WORD SAYING "HAVE HIM CALL HOME.", "HAVE HIM CALL HIS OFFICE." ETC.

7. A SATISFACTORY OPERATOR MUST--

BE ACCURATE
BE ALERT
BE COURTEOUS
OVERLAP
CONCENTRATE
CARRY A GOOD LOAD

7-6-72

JUNE 1972 SPECIAL STUDY ON CANCEL TICKETS

EFFECTIVE JUNE 17TH THRU JUNE 25TH A SPECIAL STUDY WILL BE MADE ON ALL CANCEL TICKETS TO THE FOLLOWING:

	AREA CODE
ALASKA	907
BAHAMAS	(NONE)
BERMUDA	(NONE)
CANADA	204 306 403,413,418 506,514,519 604,613 705,709 807,819 902
DOMINICAN REPUBLIC	(NONE)
HAWAII	808
JAMAICA	(NONE)
MEXICO	905 (AND ALL MEXICO POINTS WHICH DO NOT HAVE AREA CODES)
PUERTO RICO	(NONE)
VIRGIN ISLANDS	(NONE)

DUPLICATE TICKETS MUST BE MADE, USING TRAINING TICKETS. ALL INFORMATION SHOWN ON THE ORIGINAL TICKET MUST BE MARKED ON THE DUPLICATE. EACH DUPLICATE IS TO BE DATED IN THE ROUTE AND REPORT SPACE.

6-15-72

1972 NATIONAL CONVENTIONS

THE 1972 NATIONAL CONVENTIONS WILL BE HELD IN MIAMI FLA. FOR BOTH THE DEMOCRATIC AND REPUBLICAN PARTIES. THE DEMOCRATIC NATIONAL CONVENTION STARTS JULY 9TH AND THE REPUBLICAN CONVENTION STARTS AUGUST 21ST. CALLS BY NUMBER OR DEFINITE ADDRESS FOR PERSONS ATTENDING THE NATIONAL CONVENTIONS WILL BE HANDLED IN THE REGULAR WAY. ON INDEFINITE ADDRESS CALLS FOR A DELEGATE OR OTHER PERSON ATTENDING OR IN ANY OTHER WAY CONNECTED WITH THE CONVENTION REACH THE "MESSAGE CENTER" IN MIAMI BY DIALING 305-007-1131. THE "MESSAGE CENTER" HAS NO FACILITIES FOR COMPLETING A CALL, SO YOU WILL LEAVE THE "CALL BACK" NUMBER ALONG WITH THE ESSENTIAL DETAILS FOR REACHING THE CALLED PARTY, AND DISCONNECT WHEN DIRECTED BY THE "MESSAGE CENTER" OPERATOR.

UPON RECEIVING A CALL, THE "MESSAGE CENTER" OPERATOR WILL ENTER THE CALLED PARTY'S NAME AND ANY PERTINENT INFORMATION CONCERNING THE CALLED PARTY AND THE CALL BACK NUMBER ON A MEMO TICKET. SHE WILL THEN DISMISS THE CALLING OPERATOR AND ARRANGE TO HAVE THE CALLED PARTY PAGED AND THE MESSAGE POSTED IF NECESSARY.

THE CALLED PARTY AFTER RECEIVING OR SEEING THE MESSAGE WILL BE RESPONSIBLE FOR RETURNING THE CALL BACK.

THE NUMBERS FOR CALLS WITH DEFINITE AND INDEFINITE ADDRESSES WILL BE POSTED ON THE SWITCHBOARD FOR THE DURATION OF THE CONVENTION.

PER LETTER GL:72-06-058
DATED JUNE 5, 1972

CUSTOMER COMPLAINT CALLS

WE RECEIVE MANY CUSTOMER COMPLAINT CALLS FOR THE "TOP MAN", "HIGHEST IN AUTHORITY", "PRESIDENT", ETC. AND FOR MR. JOLLY. THESE COMPLAINTS SHOULD BE HANDLED, WHENEVER POSSIBLE, BY THE SA. IF YOU ARE UNABLE TO HANDLE THE CALL, TO THE CUSTOMER'S SATISFACTION, HE SHOULD THEN BE REFERRED TO MANAGEMENT PERSONNEL IN THE FOLLOWING ORDER:

1. MANAGER OPERATOR SERVICES
2. COMMERCIAL UNIT MANAGER
3. DISTRICT MANAGER
4. STATE COMMERCIAL MANAGER
5. OTHER APPROPRIATE STATE HEADS

AFTER HOURS THESE CALLS ARE REFERRED TO THE CUSTOMER CONTROL CENTER IN PHOENIX.

6-6-72
PER LETTER DATED 7-18-67
MR. G. C. BERNARD

CALLS FOR MR. ROGEL

CALLS FROM DISSATISFIED CUSTOMERS WHO WISH TO SPEAK TO MR. ROGEL SHOULD BE HANDLED IN THE FOLLOWING MANNER. FIRST THE SA SHOULD TRY TO SATISFY THE CUSTOMER. IF SHE IS UNABLE TO SATISFY HIM SHE WOULD THEN REFER HIM TO:

1. MANAGER OPERATOR SERVICES
2. MR. HARPER
3. MR. CASSELMAN
4. MR. SMART
5. MR. ROGEL

IF THE CUSTOMER IS REFERRED TO THE HOME NUMBER OF THE ABOVE PEOPLE A QUICK ADVANCE CALL FROM THE EMPLOYEE TO GIVE PREPARATORY INFORMATION WOULD BE VERY HELPFUL.

6-5-72
PER LETTER DATED 9-8-70
MR. F. L. ROGEL

THIS PROGRAM IS FOR THE USE OF THE SUPERVISORS AND NOT THE OPERATORS

DIRECTORY ASSISTANCE PROCEDURE CHANGES

REVISED

EFFECTIVE WEDNESDAY, MAY 31ST, WE WILL NO LONGER CONNECT A CUSTOMER TO ARIZONA DIRECTORY ASSISTANCE UNLESS THE CALL IS AN EMERGENCY, TOLL OR CDO COIN. DIRECTORY ASSISTANCE REQUESTS SHOULD BE HANDLED AS FOLLOWS:

1. METROPOLITAN FLAT AND COIN--ADVISE DIRECTORY ASSISTANCE IS 411. CONNECT THE CUSTOMER IS CASE OF AN EMERGENCY OR IF HE EXPRESSES DISSATISFACTION.

2. CDO FLAT--ADVISE DIRECTORY ASSISTANCE IS 1411. CONNECT ON EMERGENCY CALLS AND CALLS FROM HARQUAHALA VALLEY, (HARQUAHALA VALLEY CUSTOMERS ARE UNABLE TO DIAL 1411) OR THE CUSTOMER EXPRESSES DISSATISFACTION.

3. CDO COIN--CONNECT TO ARIZONA DIRECTORY ASSISTANCE

THE ABOVE INSTRUCTIONS ARE ON THE UNDERGLASS BULLETIN AND MUST BE FOLLOWED. IF INCORRECT DIALING INSTRUCTIONS ARE GIVEN AN ERROR APPLIES.

IF THE CUSTOMER INSISTS ON BEING CONNECTED SAY, "I'M SORRY, WE ARE NO LONGER ABLE TO CONNECT YOU WITH DIRECTORY ASSISTANCE." IF HE IS VERY INSISTENT OR UPSET CONNECT HIM.

THIS CHANGE IN DIRECTORY ASSISTANCE PROCEDURE WILL BE NEW TO THE CUSTOMER. HOW WELL HE ACCEPTS IT WILL DEPEND UPON THE MANNER IN WHICH YOU INFORM HIM. DO NOT USE AN ARGUMENTATIVE OR DEMANDING TONE OF SERVICE. AS WITH ALL INFORMATIVE PHRASES, TONE OF SERVICE MUST BE PLEASANT AND HELPFUL.

5-31-72

CHANGE IN PART CHARGE PROCEDURE

THE PART CHARGE PROCEDURE HAS BEEN CHANGED. WE NO LONGER MAKE OUT TWO TICKETS. ALL THE BILLING INFORMATION FOR THE ADDITIONAL CHARGE WILL BE PUT ON THE ORIGINAL TICKET. THE NEW PROCEDURE IS LISTED BELOW. (SEE EXAMPLE BELOW)

1. MARK THE ELAPSED TIME AND THE TOTAL AMOUNT COLLECTED ON BACK OF THE TICKET.

2. DETERMINE THE AMOUNT OF THE UNDER DEPOSIT (INCLUDING TAX).

3. ENTER UNDER (AMT. INCLUDING TAX) IN THE SPACE FOR REPORTS; BELOW THIS WRITE BILL TO:
   - A. CALLED TELEPHONE(AREA CODE AND NUMBER)
   - B. CRCD #, 3RD # OR SPECIAL BILLING NUMBER

   IF THE ADDITIONAL CHARGE IS MADE COLLECT OR BILLED TO A 3RD NUMBER AN ACCEPTANCE OF THE CHARGE MUST BE SECURED.

4. ERASE CN PD

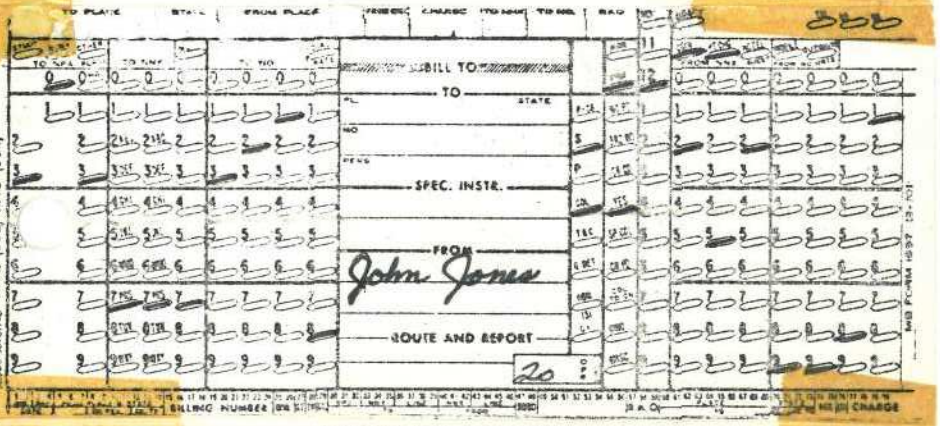
5. MARK COL-YES, 3RD # OR CR CD (AS APPROPRIATE)

6. MARK PT CHG

IT IS NECESSARY TO OBTAIN AND ENTER THE CALLING PARTY'S NAME ON THE TICKET.

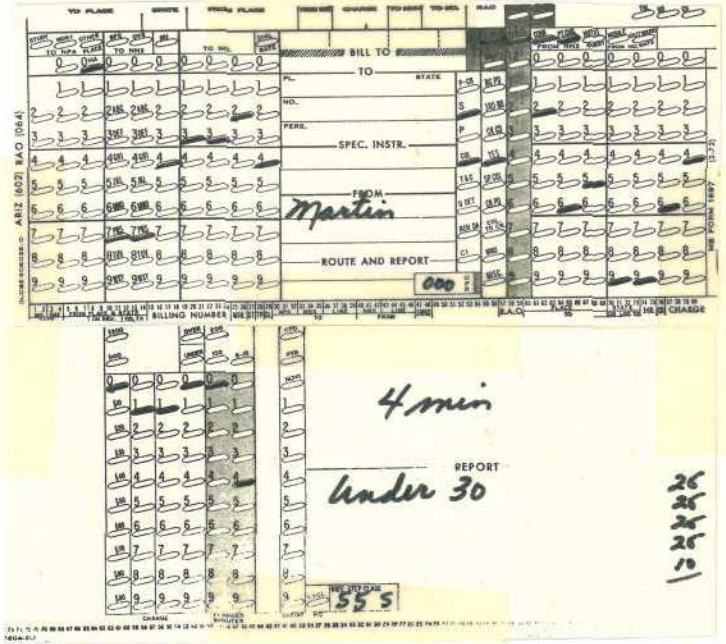
EXAMPLE:

INTER-STATE

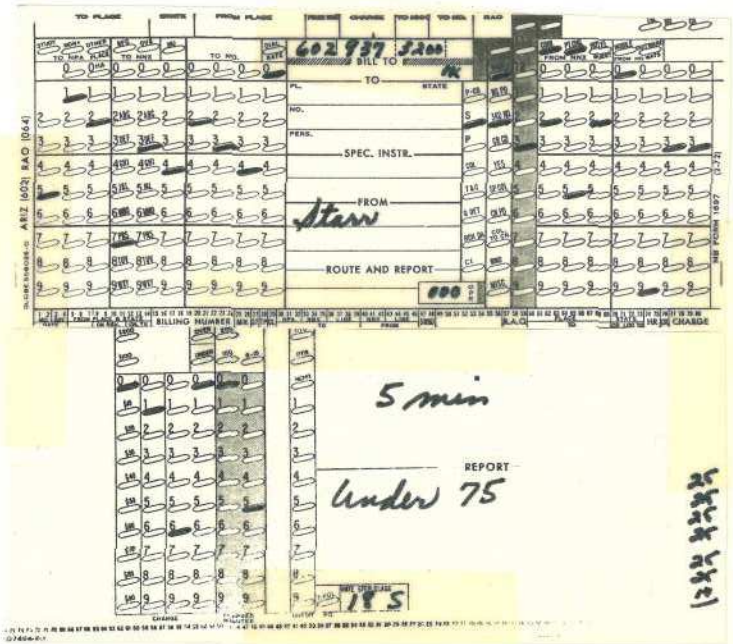


FRONT OF TICKET

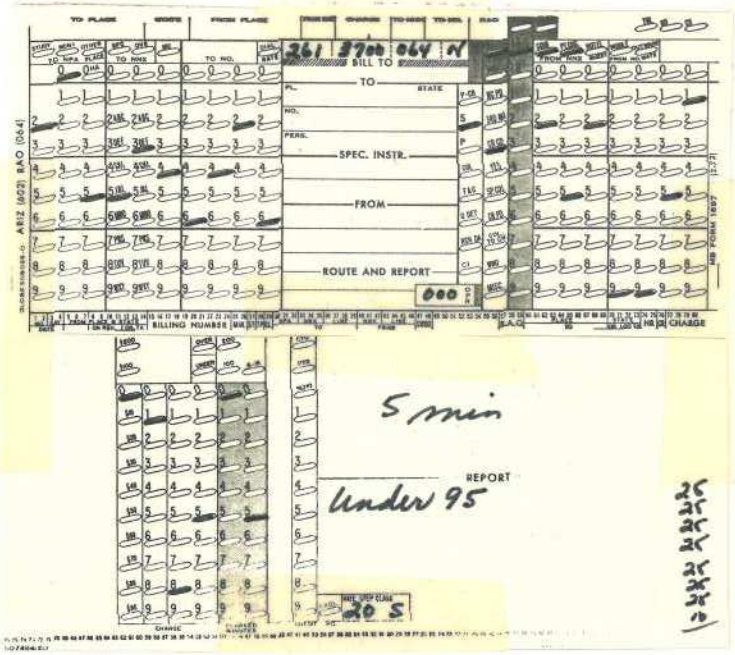
PART CHARGE - BILLED TO CALLED TEL



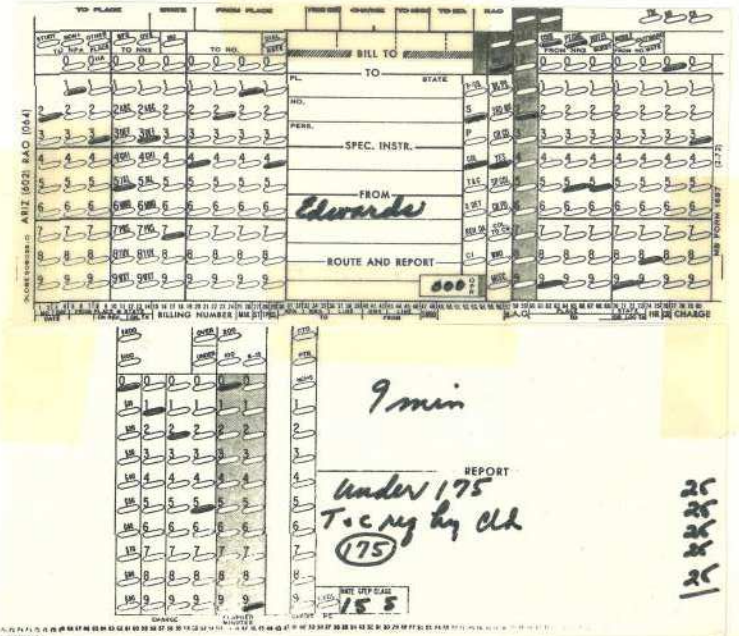
PART CHARGE - BILLED TO 3RD TEL



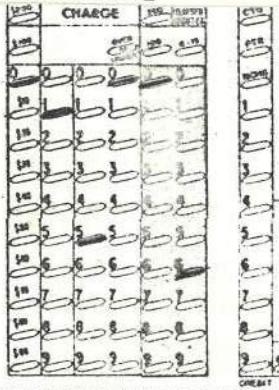
PART CHARGE - BILLED TO CREDIT CARD



PART CHARGE - T & C REQUESTED



INTER-STATE

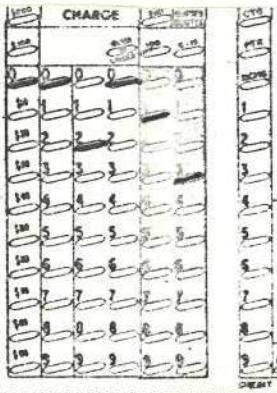


25
25
25
25
25
25

BACK OF TICKET

INTRA-STATE (MU CALL)

FRONT OF TICKET



10
10

BACK OF TICKET

THE 20¢ INCREMENT MUST BE ADDED FOR CRCD AND 3RD NUMBER BILLING ON MU CALLS ONLY.

INTRA-STATE

268-3181-0649

BILL TO

TO

STATE

SPEC. INSTR.

FROM

ROUTE AND REPORT

800

CHARGE

FRONT OF TICKET

CHARGE

REPORT

under 235

Billed to CRCO

268-3181-0649

25
25
25
25
5

BACK OF TICKET

6-2-72

DIRECTORY ASSISTANCE PROCEDURE CHANGES

EFFECTIVE WEDNESDAY, MAY 31ST, WE WILL NO LONGER CONNECT A CUSTOMER TO ARIZONA DIRECTORY ASSISTANCE UNLESS THE CALL IS AN EMERGENCY, TOLL OR CDO COIN. DIRECTORY ASSISTANCE REQUESTS SHOULD BE HANDLED AS FOLLOWS:

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2. CDO FLAT--ADVISE DIRECTORY ASSISTANCE IS 1411. CONNECT ON EMERGENCY CALLS AND CALLS FROM HARQUAHALA VALLEY AND WHITLOW(THESE CDO'S ARE UNABLE TO DIAL 1411) OR THE CUSTOMER EXPRESSES DISSATISFACTION.

3. CDO COIN--CONNECT TO ARIZONA DIRECTORY ASSISTANCE

THE ABOVE INSTRUCTIONS ARE ON THE UNDERGLASS BULLETIN AND MUST BE FOLLOWED. IF INCORRECT DIALING INSTRUCTIONS ARE GIVEN AN ERROR APPLIES.

IF THE CUSTOMER INSISTS ON BEING CONNECTED SAY, "I'M SORRY, WE ARE NO LONGER ABLE TO CONNECT YOU WITH DIRECTORY ASSISTANCE." IF HE IS VERY INSISTENT OR UPSET CONNECT HIM.

THIS CHANGE IN DIRECTORY ASSISTANCE PROCEDURE WILL BE NEW TO THE CUSTOMER. HOW WELL HE ACCEPTS IT WILL DEPEND UPON THE MANNER IN WHICH YOU INFORM HIM. DO NOT USE AN ARGUMENTATIVE OR DEMANDING TONE OF SERVICE. AS WITH ALL INFORMATIVE PHRASES, TONE OF SERVICE MUST BE PLEASANT AND HELPFUL.

5-24-72

REVIEW SPECIAL BILLING CREDIT TICKETS

CUSTOMERS PLACING CALLS BILLED TO THEIR SPECIAL BILLING NUMBERS OR SPECIAL BILLING CREDIT CARD TYPE NUMBERS ARE CHARGED THE OPERATOR HANDLED RATE. THE DIAL RATE BUBBLE SHOULD NOT BE MARKED ON CREDIT PTR, CREDIT CTO OR CREDIT WNO TICKETS WHERE THE CALL IS BILLED TO A SPECIAL BILLING NUMBER OR SPECIAL BILLING CREDIT CARD NUMBER. IF AFTER YOU INFORM THE CUSTOMER (IN A PLEASING TONE) OF THIS, HE QUESTIONS IT REFER HIM TO HIS BUSINESS OFFICE REPRESENTATIVE.

SPECIAL BILLING CREDIT CARD NUMBERS ARE ENTERED IN THE BILL TO SPACE ON THE TICKET IN THE SAME MANNER AS REGULAR CREDIT CARDS. YOU MUST MAKE THE THREE CHECKS FOR AN INVALID CREDIT CARD NUMBER.

1. LETTER-DIGIT CHECK
2. INVALID CREDIT CARDS
3. INVALID RAO'S

DO NOT CHECK SPECIAL BILLING CREDIT CARD NUMBERS FOR THE AUTHORIZED LOCATION.

REMINDER****TROUBLE TICKETS SHOULD BE MADE ON ALL FIRST ATTEMPT FAILURES SUCH AS NO RING, NO SENDER, FALSE SUPERVISION, ETC. AND IN CASES OF CTO, PTR, AND WNO WHERE EQUIPMENT TROUBLE IS INDICATED. UNLESS YOU REPORT TROUBLE, WHEN YOU ENCOUNTER IT, WE CANNOT GET IT REPAIRED. AT PRESENT WE DO NOT AVERAGE ONE TROUBLE REPORT PER OPERATOR PER DAY. IF EVERY OPERATOR WOULD MAKE AT LEAST ONE TROUBLE TICKET A DAY THIS WOULD HELP THE PLANT DEPARTMENT TO LOCATE AND CLEAR EQUIPMENT TROUBLE. WITH LESS EQUIPMENT TROUBLE THE OPERATOR WILL HAVE FASTER CALL COMPLETION AND YOU WILL BE ABLE TO MEET YOUR LOAD OBJECTIVE. (IT IS THE RESPONSIBILITY OF EACH OPERATOR TO CARRY HER SHARE OF THE LOAD.)

REVIEW SPECIAL BILLING CREDIT TICKETS

CUSTOMERS PLACING CALLS BILLED TO THEIR SPECIAL BILLING NUMBERS OR SPECIAL BILLING CREDIT CARD TYPE NUMBERS ARE CHARGED THE OPERATOR HANDLED RATE. THE DIAL RATE BUBBLE SHOULD NOT BE MARKED ON CREDIT PIR, CREDIT CTO OR CREDIT WNO TICKETS WHERE THE CALL IS BILLED TO A SPECIAL BILLING NUMBER OR SPECIAL BILLING CREDIT CARD NUMBER. IF AFTER YOU INFORM THE CUSTOMER (IN A PLEASING TONE) OF THIS, HE QUESTIONS IT REFER HIM TO HIS BUSINESS OFFICE REPRESENTATIVE.

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REMINDER....TROUBLE TICKETS SHOULD BE MADE ON ALL FIRST ATTEMPT FAILURES SUCH AS NO RING, NO SENDER, FALSE SUPERVISION, ETC. AND IN CASES OF CTO, PIR, AND WNO WHERE EQUIPMENT TROUBLE IS INDICATED. UNLESS YOU REPORT TROUBLE, WHEN YOU ENCOUNTER IT, WE CANNOT GET IT REPAIRED. AT PRESENT WE DO NOT AVERAGE ONE TROUBLE REPORT PER OPERATOR PER DAY. IF EVERY OPERATOR WOULD MAKE AT LEAST ONE TROUBLE TICKET A DAY THIS WOULD HELP THE PLANT DEPARTMENT TO LOCATE AND CLEAR EQUIPMENT TROUBLE. WITH LESS EQUIPMENT TROUBLE THE OPERATOR WILL HAVE FASTER CALL COMPLETION AND YOU WILL BE ABLE TO MEET YOUR LOAD OBJECTIVE. (IT IS THE RESPONSIBILITY OF EACH OPERATOR TO CARRY HER SHARE OF THE LOAD.)

REVIEW--REVERTING CALL PROCEDURE

IF A CUSTOMER ASK YOU HOW HE REACHES SOMEONE ON HIS LINE EXPLAIN THAT YOU MUST HANDLE SUCH CALLS AND OFFER TO COMPLETE THE CALL FOR HIM. OBTAIN THE CALLED NUMBER AND SAY, "WILL YOU HANG UP, PLEASE, WHILE I RING AND THEN PICK UP THE RECEIVER." AS SOON AS HE HANGS UP, RELEASE THE CALLING LINE. THEN USING A FRONT CORD, TRY TO REACH THE CALLED NUMBER IN THE USUAL WAY. (SINCE ONLY THE FRONT CORD IS USED ON REVERTING CALLS THE BACK CORD SHOULD BE PLACED IN THE SOCKET OF THE FRONT CORD UNTIL A DISCONNECT SIGNAL IS RECEIVED.) WHEN YOUR SUPERVISORY SIGNAL GOES OUT, CUT IN TO DETERMINE IF CONVERSATION HAS STARTED. IF CONVERSATION HAS NOT STARTED WITHIN ABOUT A MINUTE, ASCERTAIN WHICH PARTY IS ON THE LINE BY ASKING, "IS THIS (CLD #)?" IF THE CALLED PARTY REPLIES SAY, "I HAVE A CALL FOR YOU. ONE MOMENT, PLEASE." IF AFTER ANOTHER MINUTE THE CALLING PARTY HAS NOT RETURNED TO THE TELEPHONE REPORT TO THE CALLED PARTY SAYING "ANOTHER PARTY ON YOUR LINE CALLED YOU BUT HAS NOT RETURNED TO THE TELEPHONE." DISCONNECT WHEN THE CALLED PARTY HANGS UP.

IF THE CALLING PARTY WISHES A CODE THAT HE MIGHT USE TO DIAL THE PARTY ON HIS LINE TAKE HIS NUMBER, IN ADDITION TO THE CALLED NUMBER, AND MAKE OUT A TROUBLE TICKET MARKING CUST. NEEDS AND UNDER CUST. NEEDS MARK REVERTING CODE.

5-18-72
DIV S SEC 8

CUSTOMERS PLACING CALLS BILLED TO THEIR SPECIAL BILLING NUMBERS OR SPECIAL BILLING CREDIT CARD TYPE NUMBERS ARE CHARGED THE OPERATOR HANDLED RATE. THE DIAL RATE BUBBLE SHOULD NOT BE MARKED ON CREDIT PTR, CREDIT CTO OR CREDIT WNO TICKETS WHERE THE CALL IS BILLED TO A SPECIAL BILLING NUMBER OR SPECIAL BILLING CREDIT CARD NUMBER. IF AFTER YOU INFORM THE CUSTOMER (IN A PLEASING TONE) OF THIS, HE QUESTIONS IT REFER HIM TO HIS BUSINESS OFFICE REPRESENTATIVE.

SPECIAL BILLING CREDIT CARD NUMBERS ARE ENTERED IN THE BILL TO SPACE ON THE TICKET IN THE SAME MANNER AS REGULAR CREDIT CARDS. YOU MUST MAKE THE THREE CHECKS FOR AN INVALID CREDIT CARD NUMBER.

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3. INVALID RAO'S

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REMINDER****TROUBLE TICKETS SHOULD BE MADE ON ALL FIRST ATTEMPT FAILURES SUCH AS NO RING, NO SENDER, FALSE SUPERVISION, ETC. AND IN CASES OF CTO, PTR, AND WNO WHERE EQUIPMENT TROUBLE IS INDICATED. UNLESS YOU REPORT TROUBLE, WHEN YOU ENCOUNTER IT, WE CANNOT GET IT REPAIRED. AT PRESENT WE DO NOT AVERAGE ONE TROUBLE REPORT PER OPERATOR PER DAY. IF EVERY OPERATOR WOULD MAKE AT LEAST ONE TROUBLE TICKET A DAY THIS WOULD HELP THE PLANT DEPARTMENT TO LOCATE AND CLEAR EQUIPMENT TROUBLE. WITH LESS EQUIPMENT TROUBLE THE OPERATOR WILL HAVE FASTER CALL COMPLETION AND YOU WILL BE ABLE TO MEET YOUR LOAD OBJECTIVE. (IT IS THE RESPONSIBILITY OF EACH OPERATOR TO CARRY HER SHARE OF THE LOAD.)

NEW CARDEX PAGE ADDED

PREFIX AND OFFICE

242	PNX	273	PNX	568	MCPA	933	GLEN	963	CHAN
247	PNX	274	PNX	582	D VLY	934	GLEN	964	MESA
248	PNX	275	PNX	583	AGUA F	935	LCHFD PK	965	TEMPE
252	PNX	276	PNX	585	PRDS VLY	936	TOLSN	966	TEMPE
253	PNX	277	PNX	683	G BD	937	GLEN	967	TEMPE
254	PNX	278	PNX	684	WKBG	938	GLEN	968	TEMPE
255	PNX	279	PNX	685	AGUILA	939	GLEN	969	MESA
258	PNX	372	HARQ VLY	689	SUP	942	N PNX	973	GLEN
259	BELLBOY	374	BLK CAN	723	COOL	943	N PNX	977	GLEN
260	PNX	386	BUC	832	MESA	944	N PNX	979	GLEN
261	PNX	387	AJO	833	MESA	945	SCODL	982	SUPST
262	PNX	388	CIR CTY	834	MESA	946	SCODL	985	SUPST
263	PNX	424	STFD	836	CS GD	947	SCODL	986	SUPST
264	PNX	463	WTLO	837	FT MCD	948	SCODL	988	HGLY
265	PNX	465	N RVR	838	TEMPE	949	SCODL	992	N PNX
266	PNX	466	ELOY	839	TEMPE	955	PNX	993	N PNX
267	PNX	474	PSN	846	GLEN	956	PNX	994	SCODL
268	PNX	476	PINE	849	TOLSN	957	PNX	995	N PNX
269	PNX	478	TON CK	868	FLRC	959	SCODL	996	SCODL
271	PNX	488	CV CK	932	TOLSN	962	MESA	997	N PNX
272	PNX	562	SACA						

PNX 4-72

THE ABOVE PAGE CONTAINS THE DESIGNATION AND PREFIXES, LISTED NUMERICALLY, OF ALL POINTS IN ARIZONA THAT ARE TC PHOENIX. THIS IDEA WAS SUGGESTED BY AN OPERATOR IN TOLL UNIT # 4.

5-2-72

TROUBLE REPORTING CHANGE

THE PLANT DEPARTMENT HAS REQUESTED THAT WE SHOW THE DESIGNATION HEADING AND TRUNK NUMBER ON ALL SWITCHBOARD TROUBLE IN ADDITION TO THE INFORMATION NOW REQUIRED ON THE TICKET. THE TRUNK NUMBER IS THE NUMBER PRINTED ON THE STRIP ABOVE THE JACK. THE JACK NUMBER, WHICH IS ALREADY REQUIRED ON THE TICKET, IS THE NUMBER EMBEDDED IN THE PANEL ON THE RIGHT SIDE OF THE JACK. THE COMPLETE DESIGNATION HEADING MUST BE ON THE TICKET.

IF WE PUT ALL OF THIS INFORMATION ON THE TICKET IT WILL MAKE IT EASIER FOR THE PLANT MEN TO LOCATE THE TROUBLE AND IT CAN BE CLEARED MUCH FASTER.

EXAMPLE:

SWITCH BOARD TROUBLE

GLOBE 900534 XO

DATE 5-1-72 OPR. TO FILL OUT TIME 2:15 Pm
Scodl A TRUNK 9
POS. NO. 5245 CORD NO. 1B
PANEL NO. T O JACK NO. 21
TROUBLE REPORT: Cuts Out

SWITCH BOARD TROUBLE

GLOBE 900534 XO

DATE 5-1-72 OPR. TO FILL OUT TIME 2 Pm
PNX North Ess TRUNK 26
POS. NO. 5244 CORD NO. 3B
PANEL NO. T5 JACK NO. 73
TROUBLE REPORT: false supervision

REMINDER: YOU MUST REPORT ANY TROUBLE ENCOUNTERED. UNLESS YOU REPORT IT THE TROUBLE WILL NOT BE REPAIRED. AT PRESENT WE DO NOT AVERAGE ONE REPORT PER OPERATOR PER DAY.

5-1-72

THE REVISED TRAFFIC SERVICE OBSERVING PRACTICE CONTAINS SEVERAL CHANGES IN ITEMS TO BE CHARGED AS IRREGUALRITIES AND ERRORS. LISTED BELOW ARE SOME OF THESE ITEMS.

1. IRREGULARITIES

A. OFF-LINE CONDITION:

THIS CHARGE WILL APPLY FOR THE OFF-LINE CONDITION WHEN THE OPERATOR FAILS TO RETURN TO THE LINE AND CONTINUE TRYING THE CALL IN LESS THAN 45 SECONDS.

B. STATION DELAY HANDLED INCORRECTLY:

THIS CHARGE WILL APPLY ON A CORRECTLY KEYED OR DIALED ATTEMPT, THE FRONT CORD IS RELEASED IN 40 SECONDS OR LESS FROM THE START OF THE RINGING AND A DA REPORT IS GIVEN AND ACCEPTED BY THE CUSTOMER.

C. BUSINESS OFFICE CALL HANDLED INCORRECTLY:

DURING BUSINESS HOURS SAY, "THE BUSINESS OFFICE NUMBER IS 258-3611. DO YOU WISH TO DIAL THE CALL, (PAUSE) OR WOULD YOU LIKE ME TO CONNECT YOU?"THEN PROCEED ACCORDING TO THE CUSTOMER'S REPLY. IF YOU ESTABLISH THE CONNECTION AND THE LINE IS BUSY SAY, "THE LINE IS BUSY. WILL YOU TRY YOUR CALL LATER, PLEASE, OR WOULD YOU PREFER TO WAIT?" IF HE WISHES TO WAIT, MAKE FREQUENT ATTEMPTS TO SECURE THE LINE GIVING PERODIC PROGRESS REPORTS. DO NOT GIVE A DA REPORT DURING BUSINESS HOURS (8:30am to 5pm Mon-Fri.) BUT INSTEAD REFER TO THE SA ANY DA CONDITION. DURING CLOSED HOURS ADVISE THE CUSTOMER SAYING, "THE BUSINESS OFFICE HOURS ARE FROM 8:30AM TO 5:00PM. WOULD IT BE CONVENIENT FOR YOU TO CALL THEM TOMORROW (OR THE NEXT BUSINESS DAY)?" IF THE CUSTOMER ASK YOU TO TAKE HIS NAME, ADDRESS AND TELEPHONE # AND HAVE SOMEONE CALL HIM, COMPLY WITH THE REQUEST. OBTAIN THE TIME AND DAY HE WISHES TO BE CALLED. MAKE A MEMO TICKET AND REFER TO THE SA.

2. ERRORS

A. A MULTI-DIGIT CALL BACK NUMBER CALL IS RECEIVED AND INSTEAD OF ATTEMPTING TO REACH THE OTC OPERATOR FOR HANDLING YOU ATTEMPT TO COMPLETE THE CALL.

B. A PERSON CALL BACK CALL REQUIRING SPECIAL BILLING INFORMATION (PCB 7) AND YOU FAIL TO REQUEST THE SPECIAL BILLING.

C. ON A COLLECT CALL AND THE PRESCRIBED INVESTIGATION OR OBSERVED EVIDENCE REVEALS THAT THE CALLED TELEPHONE IS A COIN STATION AND YOU FAIL TO REACH THE TTC OPERATOR FOR COIN HANDLING.

THIS CHARGE WILL APPLY IN THOSE CASES WHERE THE CUSTOMER MENTIONED THAT THE CALLED TELEPHONE WAS A COIN STATION OR THE OPERATOR FAILED TO FOLLOW PRESCRIBED OPERATING PROCEDURES FOR DETERMINING THE STATUS OF THE CALLED STATION.

D. THE CUSTOMER IS GIVEN INFORMATION WHICH DISCLOSED AN ACCEPTABLE CREDIT CARD NUMBER. UNDER NO CIRCUMSTANCES DO YOU DISCLOSE THE CHARACTERISTICS OF AN ACCEPTABLE CREDIT CARD NUMBER.

E. A DISCOURTESY ERROR SHALL BE CHARGED WHEN A CUSTOMER OR OTHER OPERATOR IS ADDRESSED IN A PROFANE, ARGUMENTATIVE OR AN ANTAGONISTIC MANNER BY THE OPERATOR.

F. A RATE AND CHARGE ERROR WILL APPLY IF ANY PART OF THE RATE INFORMATION QUOTED BY THE OPERATOR IS INCORRECT FOR THE CLASS OF THE CALL AND/OR TIME OF DAY REQUESTED OR APPLICABLE AND IS NOT CORRECTED BEFORE THE CUSTOMER HANGS UP. IF YOU QUOTE A DIAL RATE TO A CUSTOMER HE MUST BE ADVISED THAT THIS IS THE DIAL RATE AND IF HE THEN ASK YOU TO COMPLETE HIS CALL YOU MUST ADVISE HIM THAT AN OPERATOR-HANDLED RATE WOULD THEN APPLY.

4-27-72

REVIEW OF THE NC AND REORDER PROCEDURE

REORDER SIGNAL RECEIVED: CLEAR THE TRUNK SAYING "ONE MOMENT, PLEASE. I WILL TRY AGAIN." MAKE AN IMMEDIATE SECOND AND, IF NECESSARY, A THIRD ATTEMPT. AFTER THE THIRD ATTEMPT TRY TO REACH THE INWARD OPERATOR. IF THE RO IS RECEIVED SAY "I'M SORRY THE CIRCUITS ARE BUSY NOW. WILL YOU TRY LATER PLEASE?"

NC IN MULTIPLE: WATCH CLOSELY FOR AN AVAILABLE TRUNK. IF AFTER ONE MINUTE YOU ARE STILL UNABLE TO SECURE A TRUNK, GIVE A REPORT SAYING "I'M SORRY THE CIRCUITS ARE BUSY NOW. WILL YOU TRY LATER, PLEASE?"

MOTHER'S DAY 1972

THE FOLLOWING PRACTICE SHALL BE IN EFFECT MAY 13, 5PM THRU MAY 15, 8AM.

WHEN A NO CIRCUIT REPORT IS GIVEN FOR ANY OF THE FOLLOWING CONDITIONS USE THE PHRASE, "I'M SORRY THE CIRCUITS ARE BUSY, WILL YOU TRY LATER, PLEASE?"

1. RED OVERLINE OPERATION

A RED OVERLINE SIGNAL WILL BE PROVIDED FOR BOTH TANDEM 1 AND 2. IT WILL BE NECESSARY TO OBSERVE WHICH TANDEM IS ON RED OVERLINE CONDITION WHEN BOTH SIGNALS ARE NOT FLASHING.

WHEN THE RED OVERLINE SIGNAL IS FLASHING, THE TANDEM CIRCUITS DESIGNATED WITH A RED LINE THROUGH THE MIDDLE ARE TO BE USED FOR ALL CALLS TO HARD TO REACH OUT OF STATE POINTS. THESE CIRCUITS HAVE BEEN ASSIGNED TO OUR OFFICE FOR COMPLETING OUTGOING CALLS WHEN THE LONG DISTANCE NETWORK IS SERIOUSLY OVERLOADED.

TO DETERMINE "HARD TO REACH" OR "EASY TO REACH" OUT OF STATE POINTS, REFER TO THE FIRST REFERENCE CIRCUIT ROUTING IN YOUR CARDEX. A RED LINE BETWEEN THE NPA AND TANDEM CIRCUIT NUMBER DENOTES "HARD TO REACH" POINTS. NO LINE DENOTES "EASY TO REACH" POINTS, AS FOR EXAMPLE:

——— "HARD TO REACH"
"EASY TO REACH"

THE TANDEM CIRCUIT NOT DESIGNATED WITH THE RED LINE ARE TO BE USED FOR ALL CALLS TO POINTS IN ARIZONA AND THE "EASY TO REACH" POINTS.

WHEN THE RED OVERLINE OPERATION IS IN EFFECT, USE ONLY THE CIRCUITS DESIGNATED WITH A RED LINE FOR "HARD TO REACH" OUT OF STATE POINTS. DO NOT USE ANY OTHER CIRCUITS FOR THESE CALLS. IF ALL CIRCUITS ARE BUSY, GIVE AN NC REPORT.

THIS PRACTICE MUST BE FOLLOWED IN ORDER TO COMPLETE OUR CUSTOMER'S CALLS WITH A MINIMUM AMOUNT OF DELAY.

2. VISUAL NC

AFTER SCANNING THE MULTIPLE ONCE FOR A TANDEM, IF NONE ARE AVAILABLE GIVE AN NC REPORT.

3. SENDER DELAYS

THE SENDER SIGNAL IS THE LIGHT ASSOCIATED WITH THE CORD PAIR. IF A SENDER SIGNAL DOES NOT LIGHT PROMPTLY AFTER 5 SECONDS, RELEASE AND USE ANOTHER CIRCUIT AND MAKE A 2ND ATTEMPT. IF YOU DO NOT RECEIVE A SENDER AFTER 5 SECONDS GIVE AN NC REPORT.

4. 120 IPM REORDERS

AFTER THE 3RD RO GIVE AN NC REPORT. DO NOT ATTEMPT TO REACH 121.

WHEN THE ONE ATTEMPT SIGNAL IS FLASHING MAKE ONE ATTEMPT ONLY ON THE ABOVE CONDITIONS AND GIVE AN NC REPORT.

REMINDER

1. DO NOT REACH 121 UNLESS IT IS INCLUDED IN THE ROUTING.

2. WHEN YOU SECURE A ROUTE FROM A ROUTE AND RATE OPERATOR GIVE IT TO THE CALLING PARTY.

3. DO NOT ASK THE CUSTOMER TO DEPOSIT COINS UNTIL YOU HAVE THE CALLED STATION OR PARTY READY TO TALK.

4. IT IS NOT NECESSARY TO COMPLETE ALL TICKET DETAILS ON A CANCELLED CALL.

5. REGULAR SAT. AND SUN. RATES APPLY SAT. MAY 13TH AND SUN. MAY 14TH.

6. USE REGULAR PRACTICE WHEN RED OVERLINE IS NOT FLASHING.

4-26-72

SECURING ACCEPTANCE OF CHARGES ON 3RD NUMBER BILLING FROM A COIN TELEPHONE****(REVIEW)

ON A CALL BILLED TO A THIRD NUMBER FROM A COIN, RECORD THE DETAILS AND ACKNOWLEDGE BY SAYING "THANK YOU, I'LL CONNECT YOU AND THEN CHECK THAT NUMBER". WHILE KEYING THE LAST DIGIT OF THE CALLED NUMBER REQUEST THE CALLING PARTY'S NUMBER AND NAME. ENTER THIS INFORMATION ON THE TICKET AND AT THE EARLIEST OPPORTUNITY CUT OUT AND CALL THE THIRD NUMBER FOR ACCEPTANCE. WHEN ACCEPTANCE OF THE CHARGE IS SECURED ENTER "OK" ON THE SECOND LINE OF THE BILL TO SPACE.

IF THE CHARGE IS NOT ACCEPTED BY THE THIRD NUMBER THE FOLLOWING PROCEDURE SHOULD BE USED:

1. DETERMINE THE CHARGE FOR THE INITIAL PERIOD, OR ELAPSED TIME, AND INTERRUPT CONVERSATION SAYING, "I BEG YOUR PARDON (CLG PTY)"

2. SPLIT THE CONNECTION AND EXPLAIN THAT THE 3RD NUMBER WOULD NOT ACCEPT THE CHARGE AND REQUEST THE CALLING PARTY TO DEPOSIT THE AMOUNT DUE.

3. AT THE FIRST OPPORTUNITY, EXPLAIN TO THE CLD PTY THAT THERE WILL BE A SLIGHT DELAY BEFORE CONVERSATION CAN CONTINUE AND ASK HIM TO HOLD THE LINE.

IN ANY CASE, DO NOT PERMIT CONVERSATION TO CONTINUE UNTIL THE DEPOSIT IS OBTAINED OR OTHER SATISFACTORY ARRANGEMENTS ARE MADE TO BILL THE CALL, SUCH AS COLLECT, CR CD OR ANOTHER 3RD #.

IF THE CUSTOMER GIVES ANOTHER 3RD # PERMIT THE CONVERSATION TO CONTINUE AND AGAIN PROCEED TO SECURE ACCEPTANCE OF THE CHARGE.

IF THE CALLING PARTY REFUSES TO DEPOSIT THE AMOUNT DUE OR MAKE OTHER SATISFACTORY ARRANGEMENTS TO BILL THE CALL, DISMISS THE CALLED PARTY BY SAYING "I'M SORRY THERE HAS BEEN SOME DIFFICULTY IN ARRANGING FOR THE PAYMENT OF THE CHARGES ON THIS CALL AND THE CALL HAS BEEN CANCELLED." HANDLE THE CALL AS AN UNDERCOLLECTION. ERASE THE 3RD # BUBBLE AND MARK CN PD.

4-19-72

UNDERGLASS BULLETIN CHANGE

Effective May 15th the RAO code list will be completely revised. The list of RAO codes, shown on the underglass bulletin, will be the invalid RAO numbers rather than the valid.

Remember on all credit card calls you must check the number three ways:

1. Check for invalid letter
2. Check for invalid RAO
3. Check for invalid credit card number

4-18-72

REVIEW---THIRD NUMBER BILLING

IT IS NECESSARY TO OBTAIN BOTH THE CALLING NUMBER AND NAME ON ALL THIRD NUMBER BILLING. MANY TICKETS ARE BEING FILED AS COMPLETED CALLS WITHOUT THIS INFORMATION ON THE TICKET.

EFFECTIVE APRIL 16TH ALL THIRD NUMBER CALLS WITHOUT THIS INFORMATION ENTERED ON THE TICKET WILL BE REJECTED AND SENT TO CTI FOR CORRECTION AND THE OPERATOR WILL BE CHARGED WITH THE OMISSIONS.

REMEMBER---YOU MUST OBTAIN THE CALLING NUMBER AND NAME ON ALL THIRD NUMBER BILLING.

INCORRECT NNX MARKED ON CR CD CALLS

CTI HAS RECEIVED MANY TICKETS WITH THE FROM NNX MARKED AS 941. WE NO LONGER HAVE A 941 PREFIX IN THE METROPOLITAN AREA. CHECK THE DESIGNATION STRIP CAREFULLY AND REFER TO THE MAP ON THE UNDERGLASS BULLETIN FOR THE CORRECT FROM NNX.

4-12-72

HEROIN HOTLINE

ON FRIDAY, APRIL 7, 1972 A NATIONWIDE TELECAST WILL ANNOUNCE THE BEGINNING OF A NEW DRUG CONTROL PROGRAM CALLED "HEROIN HOTLINE". "HEROIN HOTLINE" IS AN INWATS NUMBER, 800-368-5363, TO BE GIVEN OUT TO ANYONE WITH INFORMATION REGARDING DRUG TRAFFIC, PUSHING, ETC. TO CALL. APPROPRIATE FEDERAL OR LOCAL AUTHORITIES WILL BE ALERTED.

"HEROIN HOTLINE", 800-368-5363, IS CUSTOMER DIALABLE, AS ARE ALL INWATS NUMBERS. SHOULD OPERATOR ASSISTANCE BE REQUESTED, PREPARE A TICKET AND ADVANCE THE CALL IN THE USUAL MANNER FOR INWATS CALLS. IF YOU RECEIVE A BUSY SIGNAL ADVISE THE CUSTOMER TO TRY LATER. ONLY ONE ATTEMPT SHOULD BE MADE TO REACH THE HOTLINE NUMBER. THIS NUMBER CANNOT BE VERIFIED, THEREFORE THE INWARD WATS CENTER SHOULD NOT BE CALLED FOR ASSISTANCE.

THE NUMBER FOR "HEROIN HOTLINE" WILL BE LISTED ON THE UNDERGLASS BULLETIN WITH THE MISCELLANEOUS EMERGENCY NUMBERS.

4-7-72

UNDERGLASS BULLETIN CHANGE

Effective April 1st the location of the credit card information will be changed. To make it more convenient for the operator all information has been moved to one location on the underglass bulletin.

The 4th digit letter check and invalid credit cards will be shown below the authorized special billing numbers followed by the valid RAO code list.

The information for reporting toll trouble and the coin numbers will be moved to the first page in the cardex.

The request for repair service will be moved to the zone map underglass bulletin.

3-29-72

ADDITIONAL UNDERGLASS BULLETIN INFORMATION

THE FOLLOWING INFORMATION, WHICH WE FEEL WILL BE HELPFUL, WAS A SUGGESTION BY AN OPERATOR. THIS IS BEING ADDED TO THE UNDERGLASS BULLETIN TO AID YOU IN COIN TRUNK LOCATION.

THE LOCATION FOR <u>OUTGOING COIN TRUNKS IN THE SWITCHING MULTIPLE</u> WILL BE POSTED ON THE EXTREME RIGHT AND EXTREME LEFT OF THE UNDERGLASS BULLETIN. THIS INFORMATION WILL GIVE THE PREFIXES, LISTED NUMERICALLY, AND THE PANEL NUMBER LISTED BESIDE THE PREFIX. THE PREFIXES WHICH SHOW NO PANEL NUMBER BESIDE THEM HAVE NO COIN DESIGNATED TRUNKS.

SAMPLE

PRE	PAN	
242	T6	
247	T3	
248	T2	
252	T0	
253	T0	
254	T0&1	
255		
258	T1	3-28-72
260		
261		
262		
263	T2	
264		
265	T1	
266	T2	
267	T3	
268		
269	T1	
271		
272		
273		
274	T2	
275	T3	
276	T3	
277	T3	
278	T4	
279	T4	
372	T3	
374	T0	

DIRECTORY ASSISTANCE PROCEDURE CHANGES

EFFECTIVE IMMEDIATELY WE WILL NO LONGER CONNECT A CUSTOMER TO ARIZONA DIRECTORY ASSISTANCE UNLESS THE CALL IS AN EMERGENCY, TOLL OR CDO COIN CALL. DIRECTORY ASSISTANCE REQUESTS SHOULD BE HANDLED AS FOLLOWS:

1. METROPOLITAN FLAT AND COIN--ADVISE DIRECTORY ASSISTANCE IS 411. CONNECT THE CUSTOMER ONLY IN CASE OF AN EMERGENCY.

2. CDO FLAT--ADVISE DIRECTORY ASSISTANCE IS 1411. CONNECT ON EMERGENCY CALLS AND CALLS FROM HARQUAHALA VALLEY AND WHITLOW (THESE CDOS ARE UNABLE TO DIAL 1411)

3. CDO COIN--CONNECT TO ARIZONA DIRECTORY ASSISTANCE

IF THE CUSTOMER INSISTS ON BEING CONNECTED, SAY, "I'M SORRY, WE ARE NO LONGER ABLE TO CONNECT YOU WITH DIRECTORY ASSISTANCE." IF HE IS VERY INSISTANT OR UPSET CONNECT HIM TO THE SERVICE ASSISTANT.

AS WITH ALL INFORMATIVE PHRASES, TONE OF SERVICE MUST BE PLEASANT AND HELPFUL.

3-24-72

T O P CHANGES IN CALL PROCEDURE

ON STATION TO STATION NON-COIN CALLS CUT OUT WHEN YOU HEAR RINGING AND PERMIT THE TELEPHONE TO RING AS LONG AS THE CUSTOMER DESIRES. HOWEVER AFTER APPROXIMATELY TWO OR THREE MINUTES OR AS CONVENIENT IF THE CUSTOMER HAS NOT HUNG UP, RELEASE AND GIVE THE REPORT SAYING, "THEY DO NOT ANSWER. WILL YOU TRY YOUR CALL LATER, PLEASE?" IF THE CALLING PARTY AGREES TO TRY LATER CANCEL THE TICKET. IF NOT ASK "WHAT TIME SHALL I TRY THE CALL AGAIN?" AND PROCEED AS DIRECTED. HOWEVER IF THE CALLING PARTY DOES NOT SPECIFY A TIME OFFER A SUGGESTED TIME SAYING, "I WILL TRY YOUR CALL AGAIN IN ABOUT AN HOUR."

DIV. A SEC 5 RULE 2.01c

3-15-72

T O P CHANGES IN CALL PROCEDURE

EFFECTIVE IMMEDIATELY THE FOLLOWING CHANGES IN CALL PROCEDURE ARE TO BE USED:

1. COLLECT CALL FROM A COIN--ON COIN ORIGINATED CALLS, A CHECK TO DETERMINE IF THE CALLED NUMBER IS A COIN WILL BE REQUIRED FOR THE 8000 SERIES NUMBERS IN ADDITION TO 9000 NUMBERS IN ORDER TO REDUCE REVENUE LOSSES AND MISUSE.

DIV. A SEC. 11 RULE 3.03B

WE WILL NOW MARK THE "RCH DA" BUBBLE ON COIN ORIGINATING COLLECT CALLS INVOLVING REACHING THE DIRECTORY ASSISTANCE OFFICE TO DETERMINE IF THE CALLED NUMBER IS A COIN TELEPHONE. THIS WILL PROVIDE WORK CREDIT ON THIS TYPE OF CALL.

DIV. A SEC. 1 RULE 6.02

2. CALLS CHARGED TO A THIRD TELEPHONE--THE CALLING NUMBER WILL BE SECURED AND RECORDED ON ALL THIRD NUMBER CALLS. THIS IS ANOTHER ACTION TO CONTROL LOSS OF REVENUE FROM THIS SOURCE.

DIV. A SEC. 12 RULE 2.01B

3. PERSON CALLS CHARGED TO A THIRD TELEPHONE FROM A COIN --ON COIN ORIGINATED PERSON TO PERSON CALLS BILLED TO A THIRD TELEPHONE THE OPERATOR WILL LEAVE WORD FOR THE CALL TO BE RETURNED TO CALL BACK NUMBER (501). THIS IS NECESSARY IN ORDER TO PROVIDE AN OPPORTUNITY FOR THE OPERATOR TO SECURE ACCEPTANCE ON THE CHARGES AT THE THIRD TELEPHONE.

DIV. A SEC. 7 RULE 14.01

4. OTHER CHANGES IN LEAVE WORD PHRASES--

A. LEAVING SINGLE DIGIT CALL BACK NUMBER:

1. ONLY CALLING NUMBER KNOWN: "PLEASE HAVE MR. (CLD PTY) CALL (CLG NO), OR (NPA) (CLG NO) AND TELL THE OPERATOR IT IS A CALL BACK NUMBER (CALL BACK NO) CALL."

2. CALLING PARTY'S NAME AND/OR PBX STATION NUMBER KNOWN: "PLEASE HAVE MR. (CLD PTY) CALL MR. (CLG PTY) AT (CLG NO) OR (CLG NO) PBX STA. (NO) AND TELL THE OPERATOR IT IS A CALL BACK NUMBER (CALL BACK NO) CALL."

3. ALTERNATE PARTY SPECIFIED: "PLEASE HAVE EITHER MR. (ONE PTY) OR MR. (OTHER PTY) CALL..."

B. LEAVING MULTI-DIGIT CALL BACK NUMBER:

1. INCLUDE THE OTC NAME IN ANY OF THE ABOVE SITUATIONS, FOR EXAMPLE, SAY "PLEASE HAVE MR. (CLD PTY) CALL (NPA) (CLG NO) AND TELL THE

OPERATOR IT IS A CALL BACK NUMBER (CALL BACK NO) CALL FOR (OTC)."

2. IF THE CALLING PLACE IS DIFFERENT FROM THE OTC, SAY "PLEASE HAVE MR. (CLD PTY) CALL (CLG PL) (CLG NO) AND TELL THE OPERATOR IT IS A CALL BACK NUMBER (CALL BACK NO) CALL FOR (OTC)."

DIV. A SEC. 7 RULE 14.04A&B

5. 7 DIGIT Q-Z SPECIAL BILLING NUMBERS--THE Q-Z TYPE SPECIAL BILLING NUMBERS ARE NO LONGER ACCEPTABLE.

LETTER DATED JANUARY 31, 1972
F. L. ROGEL

6. USING THE FRONT CORD--THE FRONT CORD SHOULD BE USED IN MAKING SUBSEQUENT ATTEMPTS ON THE FOLLOWING TYPES OF CALL:

A. CALLS TO THE SERVICE ASSISTANT

B. QUOTING T & C

C. REACHING REPAIR SERVICE

D. REACHING A THIRD PARTY TO SECURE ACCEPTANCE OF CHARGES.

DIV. G SEC. 4B RULE 8.01

2-22-72

CHANGE IN CALL PROCEDURE FOR INWARD WATS

WHEN YOU ARE UNABLE TO COMPLETE A PERSON CALL AND THE CALLING PARTY REQUEST THAT AN INWARD WATS NUMBER BE LEFT FOR THE CALL BACK NUMBER, DO SO AND PROCEED ACCORDINGLY. IT IS NOT NECESSARY TO LEAVE A CALL BACK NUMBER.

DIV. A SEC 7 RULE 14.08

THE FOLLOWING IS A REVIEW OF THE CALL PROCEDURE FOR HANDLING INWARD WATS REQUEST FROM THE CALLED PARTY:

IF THE CALLED PARTY REFUSES TO ACCEPT CHARGES FOR A COLLECT CALL BUT GIVES YOU HIS INWARD WATS NUMBER AND ASKS YOU TO TELL THE CALLING PARTY TO CALL THAT NUMBER, COMPLY WITH THE REQUEST. GIVE DIALING INSTRUCTIONS FOR THE INWARD WATS NUMBER. IF THE CALLING PARTY ASK YOU TO DIAL COMPLY WITH THE REQUEST.

DIV. A SEC 11 RULE 6.07

2-19-70

REVIEW-- CDO INTERCEPT

THE INTERCEPT TONE ON THE CDO'S (THE ORANGE STRIP) IS A LOW GROWLING TONE. WHEN YOU RECEIVE THIS TONE ASK THE CUSTOMER WHAT NUMBER HE IS DIALING. CHECK THE NUMBER WITH VERIFICATION AND BE GUIDED BY THE REPORT. HOWEVER IF THE CUSTOMER SAYS HE IS DIALING "0" FOR THE OPERATOR AND WISHES TO PLACE A LONG DISTANCE CALL, RECORD THE INFORMATION AND TELL HIM YOU WILL CALL HIM BACK AS YOU ARE UNABLE TO COMPLETE THE CALL OVER THIS TRUNK. YOU MUST CALL HIM BACK BEFORE COMPLETING THE CALL AS YOU ARE UNABLE TO COLLECT COINS ON AN INTERCEPTING TRUNK. IF HE INSISTS YOU COMPLETE THE CALL WITHOUT CALLING HIM BACK CONNECT HIM WITH THE SA.

2-18-72

SPECIAL PROCEDURE FOR SINGLE DIGIT CALL BACK RECEIVED ON LW TRUNKS

7

OCCASIONALLY YOU MAY RECEIVE A SINGLE DIGIT CALL BACK NUMBER ON A MULTI-DIGIT CALL BACK TRUNK WHEN YOU EXPECT TO RECEIVE A THREE DIGIT CALL BACK NUMBER. THESE CALLS ARRIVE FROM MEXICO, PUERTO RICO OR OTHER LOCATIONS THAT DO NOT HAVE THE CAPABILITY OF HANDLING SINGLE DIGIT CALL BACK NUMBERS IN THE BELL SYSTEM PRESCRIBED MANNER AND MUST TRANSMIT THE DETAILS OF THE LEAVE WORD BACK TO THE ORGINATING TOLL CENTER. THE MULTI-DIGIT CALL BACK PROCEDURE WILL BE FOLLOWED, MARKING THE "P" BUBBLE. DO NOT MARK THE "PCB" BUBBLE.

IF A CALL IS TO BE BILLED TO A THIRD NUMBER AND THE CALL ORIGINATED AT A COIN TELEPHONE, FOLLOW REGULAR PROCEDURES FOR SECURING ACCEPTANCE OF THE CHARGES.

DIV. A SEC 16 RULE 3.01
DIV. A SEC 16 RULE 3.02

2-7-72

T O P CHANGES IN CALL PROCEDURE

ON A PERSON CALL WHEN THE CALLED PARTY IS NOT EXPECTED IN UNTIL SOMETIME THE FOLLOWING DAY, SAY TO THE CALLING PARTY "SHALL I LEAVE WORD OR WOULD YOU PREFER TO PLACE YOUR CALL AGAIN?" BE GUIDED BY THE CALLING PARTY WISHES, LEAVING WORD OR IF HE WISHES THE CALL TRIED THE FOLLOWING DAY SAY, "I WILL CALL YOU AT (TIME AND DAY AGREED UPON)." SAY TO THE CALLED TELEPHONE, "I WILL CALL AGAIN AT (TIME AND DAY SPECIFIED)," AND RELEASE BOTH LINES.

DIV. A SEC. 7 RULE 3.01B

IF THE CALLED PARTY IS NOT IN, ON A PERSON TO PERSON CALL, AND THE CALLING PARTY REQUEST THE CALL BE CHANGED TO A STATION CALL SAY, "I'M SORRY, BUT I AM UNABLE TO CHANGE THIS TO A STATION CALL NOW." IF HE ATTEMPTS TO CANCEL THE CALL AND PLACE A STATION CALL TO THE SAME NUMBER, EXPLAIN THAT YOU CANNOT ACCEPT SUCH A REQUEST AS A NEW CALL BY SAYING, "I'M SORRY BUT AFTER REACHING A TELEPHONE ON A PERSON CALL, TALKING WITH ANYONE DOES NOT CHANGE THE PERSON CLASS OF THE CALL, AS WE HAVE ALREADY DONE THE EXTRA WORK OF A PERSON CALL." THIS , AS ALL CUSTOMER INSTRUCTION, SHOULD BE GIVEN WITH A PLEASING TONE OF SERVICE.

DIV. A SEC 7 RULE 11.04B

REPAIR SERVICE STUDY

UNIT # 3 WILL BE CONDUCTING A SPECIAL STUDY ON REQUESTS FOR REPAIR SERVICE BEGINING FEB. 1 THRU FEB. 15. IF YOU ANSWER A CUSTOMER, IN THE METROPOLITAN AREA, REQUESTING REPAIR SERVICE SAY "IN ORDER TO IMPROVE THE SERVICE GIVEN BY THE REPAIR DEPARTMENT WE ARE CONDUCTING A SPECIAL STUDY. HAVE YOU TRIED TO DIAL 114 DIRECT?" IF THE ANSWER IS YES ASK WHAT DIFFICULTY HE HAD IN REACHING THEM AND TALLY ACCORDINGLY. IF THE ANSWER IS NO SAY "WOULD YOU PLEASE DIAL 114 FOR REPAIR SERVICE?"

THIS STUDY IS ON CALLS FOR REPAIR FROM THE METROPOLITAN AREA ONLY.

BELOW IS A SAMPLE OF THE TALLY TO BE USED FOR THIS STUDY.

Repair Service Study

Date —

Da	By	No Ring

DIRECTORY ASSISTANCE

THE CODE FOR LOCAL DIRECTORY ASSISTANCE HAS BEEN CHANGED FROM 113 TO 411. THIS INFORMATION WILL BE FURNISHED IN THE NEW TELEPHONE DIRECTORY, WHICH WILL BE DELIVERED TO THE CUSTOMERS BETWEEN JANUARY 31ST AND FEBRUARY 15TH. UNTIL FEB. 15TH CUSTOMERS WILL BE ABLE TO REACH DIRECTORY ASSISTANCE BY DIALING EITHER 411 OR 113. AFTER FEB. 15TH THE CODE 411 MUST BE USED AS 113 WILL NO LONGER BE IN SERVICE.

EFFECTIVE JANUARY 31ST. ADVISE THE CUSTOMER TO DIAL 411 IN AN ATTEMPT TO FAMILIARIZE HIM WITH THE NEW DIRECTORY ASSISTANCE CODE.

THERE IS NO CHANGE IN THE CDO DIRECTORY ASSISTANCE PROCEDURE. ALL CDO FLATS, EXCEPT WHITLOW AND HARQUAHALA VALLEY, MUST STILL USE 1411. WHITLOW AND HARQUAHALA VALLEY ARE INSTRUCTED TO DIAL "0" FOR THE OPERATOR AND SHE CONNECTS THE CUSTOMER TO DIRECTORY ASSISTANCE.

DIRECT DISTANT DIALING TO ALASKA

CALLS TO ALASKA ARE NOW CUSTOMER DIALABLE. THERE IS NO REDUCTION IN RATES, THE RATES REMAIN THE SAME.

1-21-72

TELETHON--JANUARY 21, 1972

THERE WILL BE A TELETHON ON FRIDAY, JANUARY 21, 1972. THE PUBLIC WILL BE ASKED TO SUBMIT QUESTIONS CONCERNING PRESIDENT NIXON'S STATE OF THE UNION MESSAGE TO THE JOINT SESSION OF CONGRESS DELIVERED THURSDAY, JANUARY 20TH. THE QUESTIONS WILL BE DIRECTED TO A PANEL FOR ANSWERS.

THE TELEPHONE NUMBER ASSIGNED FOR THE TELETHON IS 900-242-0000. ALL CALLS TO THIS NUMBER ARE COLLECT AND MUST BE ANNOUNCED BY THE OPERATOR. THEY MAY BE PERSON TO PERSON OR STATION TO STATION CALLS. IT IS POSSIBLE FOR A CUSTOMER TO DIAL THE NUMBER DIRECT, BUT IF THE CUSTOMER DOES DIAL DIRECT HE WILL BE BILLED FOR THE CALL. THEREFORE THE OPERATOR SHOULD NOT ADVISE DDD ON THESE CALLS.

SPECIAL OPERATING PRACTICE--TELETHON CALLS

THE FOLLOWING OPERATING PRACTICES WILL BE PUT INTO EFFECT TO HELP MINIMIZE ANY REACTION THIS TELETHON MIGHT HAVE ON OTHER CUSTOMER SERVICES.

1. MAKE ONLY ONE ATTEMPT ON TELETHON CALLS (900-242-0000) USING THE DESIGNATED TRUNKS, KEYING ALL 10 DIGITS.

2. IF NC OR REORDER IS ENCOUNTERED ON THE FIRST ATTEMPT, REPORT "THE CIRCUITS ARE BUSY NOW. WILL YOU TRY AGAIN LATER PLEASE."

3. DO NOT ROUTE TELETHON CALLS THROUGH THE INWARD OPERATOR

4. DO NOT USE ANY ALTERNATE ROUTE OR ALTERNATE TANDEM.

1-19-72

TOLL CENTER CODE REASSIGNMENTS

DUE TO THE GREAT EXPANSION BEING EXPERIENCED BY THE TELEPHONE COMPANIES MANY TOLL CENTER CODE CHANGES ARE BEING MADE THROUGHOUT THE SYSTEM. THESE CHANGES WILL BE MADE DURING THE PERIOD FROM JANUARY TO JUNE 1972.

EFFECTIVE JANUARY 16TH, 1972 THE FOLLOWING CHANGES WILL BE MADE:

1. NEW TOLL CENTER CODES WILL BE ASSIGNED IN THE FOLLOWING:

   A. ARIZONA:
      FLAGSTAFF
      KINGMAN
      TUCSON
      YUMA

   B. MANY OTHER CITIES THROUGHOUT THE BELL SYSTEM

2. ALL CALLS TO AREA CODES 213 AND 714 WILL NOW BE DIALED ON TANDEM #T.

THEREFORE YOU MUST CHECK THE CARDEX OR RATE AND ROUTE FOR ALL ROUTINGS AND THE FIRST CIRCUIT ROUTING FOR TANDEM NUMBERS. DO NOT RELY ON MEMORY.

1-12-72
PER LETTER DATED 1-7-72
F. L. ROGEL

1972 CREDIT CARD

THE ACCOUNTING DEPARTMENT WILL MAIL THE 1972 CREDIT CARDS BETWEEN THE FIRST AND SIXTH WORKING DAY OF JANUARY 1972. THE 1972 CREDIT CARD LETTER WILL BE COMPARED TO THE 4TH DIGIT OF THE CREDIT CARD NUMBER. WE WILL ACCEPT BOTH THE OLD AND NEW CREDIT CARDS DURING THE MONTH OF JANUARY ONLY.

THERE WILL BE TWO CREDIT CARD VALIDITY CHECK LISTS, FOR THE OPERATOR'S USE, UNTIL JANUARY 31ST. THE NEW CHECK LIST WILL BE ON THE JANUARY INVALID CREDIT CARD LIST POSTED ON THE SWITCHBOARD. THE OLD (1971) CHECK LIST WILL REMAIN IN THE CARDEX UNTIL JAN. 31ST. AFTER THE CUSTOMER GIVES YOU A CREDIT CARD NUMBER, CHECK THE NEW CREDIT CARD VALIDITY CHECK LIST FIRST. IF THE DIGIT AND THE LETTER DO NOT MATCH IMMEDIATELY CHECK THE CARDEX FOR THE 1971 CREDIT CARD LIST.

IF THE CUSTOMER GIVES YOU AN INCORRECT CREDIT CARD NUMBER SAY, FOR EXAMPLE, "THAT DOES NOT SEEM TO BE A CORRECT CREDIT CARD NUMBER." OR "IS THAT THE CREDIT CARD NUMBER PRINTED ON YOUR CREDIT CARD?" THEN IF THE CALLING PARTY DOES NOT CHANGE THE NUMBER ASK HIM IF HE IS READING THE NUMBER DIRECTLY FROM HIS CREDIT CARD. IF HE STILL CANNOT GIVE YOU AN ACCEPTABLE CREDIT CARD NUMBER, EXPRESS REGRET, TELLING HIM THAT YOU ARE UNABLE TO HANDLE THE CALL ON A CREDIT CARD BASIS. SUGGEST OTHER BILLING ARRANGEMENTS, FOR EXAMPLE, PAID OR COLLECT. IN ANY CASE, DO NOT DIVULGE HOW YOU KNOW THAT THE CREDIT CARD NUMBER IS INCORRECT. IF THE CUSTOMER CHARGES THE CALL TO A THIRD NUMBER, SECURE ACCEPTANCE BEFORE PROCEEDING TO COMPLETE THE CALL.

THE NEW CREDIT CARD WILL BE MANDATORY ON FEBRUARY 1ST, AT THIS TIME THE 1972 CHECK LIST WILL BE PUT IN THE CARDEX.

THE INVALID CREDIT CARD LIST PREPARED BY THE CTI GROUP, THAT IS POSTED ON ALL SWITCHBOARD POSITIONS WILL HAVE THE FOLLOWING STATEMENT ADDED:

"DIVULGENCE OF INFORMATION REGARDING THE FORMAT OF THE BELL SYSTEM CREDIT CARD NUMBERING IS A VIOLATION OF COMPANY RULES AND REGULATIONS. OFFENSES OF THIS TYPE ARE SUBJECT TO DISCIPLINARY ACTION INCLUDING DISMISSAL AND MAY BE A VIOLATION OF THE

LAW PUNISHABLE BY A FINE AND/OR IMPRISONMENT." THE ABOVE STATEMENT MUST BE ASSOCIATED WITH ANY DISPLAY OF THE 1972 CREDIT CARD LETTERS.

WITH THE TREMENDOUS INCREASE IN FRAUDULENT CALLING, THE CTI DEPARTMENT CANNOT POSSIBLY STOP ALL MISUSE OF THE NETWORK. THESE CALLS MUST BE STOPPED AT THE SOURCE, NOT AFTER THE FACT. IN VARIOUS TEST CALLS WE FIND THAT THE OPERATORS ARE NOT MAKING CHECKS FOR INCORRECT CREDIT CARD NUMBERS AS THEY HAVE BEEN INSTRUCTED. IT IS YOUR RESPONSIBILITY, AS AN OPERATOR, TO CHECK ALL CREDIT CARD NUMBERS BEFORE ADVANCING THE CALL. IF YOU HAVE ANY QUESTIONS CONCERNING A CREDIT CARD NUMBER ASK THE SA.

DIV. A SEC. 15
RULE 3.02
LETTER DATED 12-6-71
G. C. BERNARD
LETTER DATED 12-22-71
F. L. ROGEL

12-30-71

CHRISTMAS TRAFFIC (1971)

IN ORDER TO GIVE FASTER SERVICE AND ENABLE OPERATORS AND CUSTOMERS TO COMPLETE MORE CALLS, THE FOLLOWING SPECIAL PRACTICES WILL BE IN EFFECT FROM 5:00PM FRIDAY, DECEMBER 24TH, 1971 UNTIL 8:00AM MONDAY, DECEMBER 27TH, 1971.

ANSWER SIGNALS CHRISTMAS EVE AND CHRISTMAS DAY BY SAYING, "MERRY CHRISTMAS, MAY I HELP YOU?"

1. DO NOT REACH 121 (INWARD OPR) UNLESS IT IS INCLUDED IN THE ROUTING INSTRUCTIONS.

2. WHEN YOU SECURE A ROUTE FROM THE R&R OPERATOR GIVE IT TO THE CALLING PARTY, UNLESS IT IS TOO COMPLICATED.

3. DO NOT ASK THE CUSTOMER TO DEPOSIT COINS UNTIL YOU HAVE THE CALLED STATION OR CALLED PARTY READY TO TALK.

4. IT IS NOT NECESSARY TO COMPLETE ALL TICKET DETAILS ON A CANCELLED CALL.

5. RED OVERLINE OPERATION

A RED OVERLINE SIGNAL WILL BE PROVIDED FOR BOTH TANDEM 1 AND TANDEM 2. IT WILL BE NECESSARY TO OBSERVE WHICH TANDEM IS ON RED OVERLINE CONDITION WHEN BOTH SIGNALS ARE NOT FLASHING.

WHEN THE RED OVERLINE SIGNAL IS FLASHING, THE TANDEM CIRCUITS DESIGNATED WITH A RED LINE THROUGH THE MIDDLE ARE TO BE USED FOR ALL CALLS TO HARD TO REACH OUT OF STATE POINTS. THESE CIRCUITS HAVE BEEN ASSIGNED TO OUR OFFICE FOR COMPLETING OUTGOING CALLS WHEN THE LONG DISTANCE NETWORK IS SERIOUSLY OVERLOADED.

TO DETERMINE "HARD TO REACH" OR "EASY TO REACH" OUT OF STATE POINTS, REFER TO THE FIRST REFERENCE CIRCUIT ROUTING IN YOUR CARDEX. A RED LINE BETWEEN THE NPA AND TANDEM CIRCUIT NUMBER DENOTES "HARD TO REACH" POINTS. NO RED LINE DENOTES "EASY TO REACH" POINTS, AS FOR EXAMPLE:

—— "HARD TO REACH"
"EASY TO REACH"

THE TANDEM CIRCUIT NOT DESIGNATED WITH THE RED LINE ARE TO BE USED FOR ALL CALLS TO POINTS IN ARIZONA AND THE "EASY TO REACH" POINTS.

WHEN THE RED OVERLINE OPERATION IS IN EFFECT, USE ONLY THE CIRCUITS DESIGNATED WITH A RED LINE FOR HARD TO REACH OUT OF STATE POINTS. DO NOT USE ANY OTHER CIRCUITS FOR THESE CALLS. IF ALL CIRCUITS ARE BUSY, GIVE A NC REPORT.

THIS PRACTICE MUST BE FOLLOWED IN ORDER TO COMPLETE OUR CUSTOMER'S CALLS WITH A MINIMUM AMOUNT OF DELAY.

6. VISUAL NC

WHEN LOOKING FOR AN AVAILABLE CIRCUIT IN THE MULTIPLE-ESPECIALLY TANDEM CIRCUITS, IT IS ESSENTIAL THAT WE DO NOT WASTE TIME WAITING FOR A CIRCUIT TO BECOME AVAILABLE. AFTER SCANNING THE MULTIPLE ONCE FOR AN AVAILABLE CIRCUIT OR TANDEM-IF NONE IS AVAILABLE-GIVE A NC REPORT, SAYING, "I'M SORRY DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

7. SENDER DELAYS

AFTER YOU HAVE TAKEN UP A TANDEM CIRCUIT IF THE CORD SIGNAL DOES NOT LIGHT PROMPTLY, REMAIN CUT IN WATCHING CLOSELY FOR A SIGNAL FOR 5 SECONDS, IF NECESSARY. THEN RELEASE THE CIRCUIT AND IMMEDIATELY MAKE A SECOND ATTEMPT, USING ANOTHER CIRCUIT IF POSSIBLE. NEVER HOLD MORE THAN ONE CIRCUIT IN AN ATTEMPT TO SECURE A SENDER.

ON THE SECOND ATTEMPT, IF A CORD SIGNAL IS NOT RECEIVED AFTER 5 SECONDS, RELEASE THE CIRCUIT. SAY, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?" AND PROCEED ACCORDINGLY.

THE ABOVE PRACTICE APPLIES UNLESS THE ONE ATTEMPT SIGNALS ARE ON, IN WHICH CASE GIVE THE REPORT AFTER WAITING ONLY THE FIRST 5 SECONDS FOR A CORD SIGNAL.

IT IS VERY IMPORTANT THAT WE KEY PULSE ACCURATELY. EXTRA ATTEMPTS WASTE TIME AND CAUSE UNNECESSARY EQUIPMENT BUSIES.

8. 120 IPM SIGNALS (REORDERS)

UPON RECEIPT OF A 3RD REORDER GIVE THE REPORT, SAYING, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

THE ABOVE PRACTICE APPLIES UNLESS THE ONE ATTEMPT SIGNALS ARE FLASHING OR

BURNING, IN THIS CASE MAKE ONE ATTEMPT ONLY. GIVE THE REPORT, SAYING, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

9. RECORDED ANNOUNCEMENT OR OPERATOR REPORTS NO HEAVY TRAFFIC

IF YOU HAVE KEY PULSED A NUMBER OR PASSED AN ORDER FOR A CIRCUIT, AND RECEIVE A RECORDED ANNOUNCEMENT OR REPORT OF HEAVY TRAFFIC, IMMEDIATELY RELEASE THE CIRCUIT, GIVE THE REPORT SAYING, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

IF THE CALLING PARTY ASKS YOU TO TRY LATER, SAY FOR EXAMPLE, "ALL RIGHT, SIR, I'LL TRY AGAIN IN ABOUT 20 MINUTES." ENTER THE SUBSEQUENT ATTEMPT TIME ON THE FACE OF THE TICKET PRECEDED BY THE DELAY REPORT AND HOLD IT.

IF THE CALLING PARTY ASKS WHEN, OR HOW SOON HE SHOULD TRY HIS CALL AGAIN, SAY, "YOU MIGHT TRY AGAIN IN ABOUT 20 MINUTES."

10. TONE OF SERVICE

A GOOD TONE OF SERVICE IS VERY IMPORTANT, SINCE THE QUALITY OF SERVICE UNDER OVERLOAD CONDITIONS MAY NOT BE UP TO USUAL STANDARDS, AND MANY CUSTOMERS JUDGE THE SERVICE FROM THEIR EXPERIENCE UNDER THESE CONDITIONS, PARTICULAR ATTENTION SHOULD BE GIVEN TO OPERATOR CONCERN AND HELPFULNESS WHEN DEALING WITH CUSTOMERS ACKNOWLEDGE CUSTOMERS' REQUESTS DISTINCTLY. BE SURE TO REFER ANY CRITICISMS TO THE SERVICE ASSISTANT.

11. RATES

REGULAR RATES WILL APPLY ON FRIDAY, DEC. 24TH, CHRISTMAS EVE. HOLIDAY RATES WILL BE IN EFFECT CHRISTMAS DAY, SATURDAY, DECEMBER 25TH, THE SUNDAY RATE WILL BE IN EFFECT ON SUNDAY, DECEMBER 26TH.

MERRY CHRISTMAS

12-13-71

52

ADDITION OF METRO SWITCH TRUNKS

BECAUSE WE ARE EXPERIENCING DELAYS DUE TO A SHORTAGE OF TANDEM 2 TRUNKS WE ARE ADDING 30 METRO SWITCH TRUNKS. THESE TRUNKS ARE LOCATED BESIDE THE TANDEM 2 TRUNKS AND SHOULD BE USED WHEN THERE ARE NO IDLE INDICATORS ON TANDEM 2.

CONTINUE USING THE METRO TOLL SWITCH IN THE TOLL SWITCH OUTGOING MULTIPLE AS YOU ARE NOW.

PER N. EMANUEL

DECEMBER 23, 1971

Do not put program out -
per Mr. Harper
12-29-71

15 2 TANDEM 2 15 56 METRO TOLL SWITCH 56

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MERRY CHRISTMAS

12-13-71

OVERDEPOSIT FROM COIN TELEPHONES

IF YOUR CUSTOMER DEPOSITS MORE THAN THE AMOUNT REQUESTED, NOTIFY HIM OF THE OVERDEPOSIT IF HE HAS NOT COMMENTED ON IT. IF HE DOESN'T HAVE THE NECESSARY COINS TO MAKE A CORRECT DEPOSIT, PROCEED AS FOLLOWS:

IF THE AMOUNT EXCEEDS FIVE CENTS, SAY FOR EXAMPLE, "YOU WILL HAVE A CREDIT OF (AMT) AT THE END OF THE INITIAL PERIOD. IF YOU WILL SIGNAL OR (FLASH) AT THE END OF THE CALL, I WILL BE GLAD TO ARRANGE A REFUND."

IF THE AMOUNT OF OVERDEPOSIT IS FIVE CENTS, SAY FOR EXAMPLE, "I WILL GIVE YOU CREDIT IF YOU TALK BEYOND THE INITIAL PERIOD". IT IS NOT NECESSARY TO OFFER A REFUND. HOWEVER SHOULD THE CUSTOMER REQUEST A REFUND, COMPLY WITH HIS REQUEST.

IF THEY DO NOT TALK BEYOND THE INITIAL PERIOD AND THE CUSTOMER DOES NOT WISH THE FIVE CENTS REFUNDED, MARK THE TOTAL CHARGEABLE MINUTES AND THE FULL AMOUNT COLLECTED, INCLUDING TAX, ON YOUR TICKET. DO NOT MARK "OVER". IT IS NOT NECESSARY TO ENTER AN EXPLANATION IN THE REPORT SPACE.

DIV. A SEC. 10 RULE 11.09 C
LETTER DATED APRIL 16, 1971
G. C. BERNARD

DECEMBER 8, 1971

THE METROPOLITIAN MAP

THE METROPOLITIAN ZONE MAP FORMAT HAS BEEN CHANGED SLIGHTLY IN ORDER TO MAKE IT EASIER TO READ AND TO MAKE FINDING THE MU RATES EASIER.

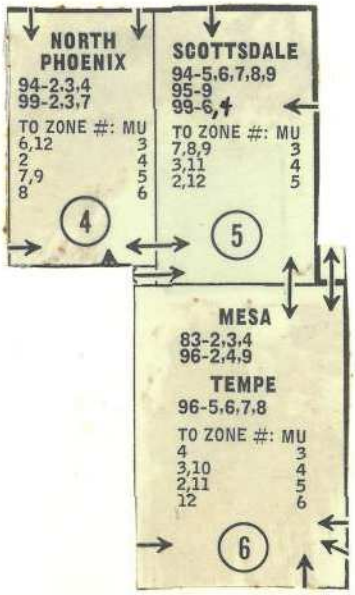
THE COLOR DESIGNATIONS WHICH WE USED FOR REPAIR REPORTING ARE NO LONGER NEEDED.

THE CIRCLED NUMBER IN EACH ZONE AREA IS CALLED THE ZONE AREA NUMBER, FOR EXAMPLE: NORTH PHOENIX IS ZONE (4), SCOTTSDALE IS ZONE (5), MESA-TEMPE IS ZONE (6), ETC.

UNDER THE EXCHANGE NAME THE PREFIXES BELONGING TO THAT EXCHANGE ARE LISTED AS THEY WERE BEFORE--BUT THE LISTINGS UNDER "TO" WILL NO LONGER BE PREFIXES BUT WILL BE ZONE AREA NUMBERS.

IN ORDER TO DETERMINE THE MU RATE YOU WILL NEED TO KNOW THE ZONE AREA NUMBER OF THE CALLED PREFIX.

EXAMPLE: "OPERATOR, GET ME 832-6670." CHECK THE DESIGNATION STRIP FOR THE CALLING PLACE. IN THIS CASE IT IS N PNX. LOCATE THE ZONE WITH 832 PREFIXES. MESA HAS 832 PREFIXES. NOTE THAT THE ZONE NUMBER FOR MESA-TEMPE IS (6). RETURN TO NORTH PHOENIX ZONE AREA. UNDER THE TO ZONE #, FIND 6 AND THE CORRESPONDING MU RATE. THE MU RATE STEP IS 3, THE CHARGE IS 16½¢.



11-22-71

WHITLOW

WHITLOW, A NEW COMMUNITY DIAL OFFICE TOLL CENTER PHOENIX, WILL CUT SATURDAY, NOVEMBER 6, 1971. AT PRESENT IT WILL COME INTO UNITS 1 AND 2 ONLY.

THE COIN TELEPHONES ARE POST-PAY, AND WILL BE IN THE 463-99 SERIES. THE COIN NUMBERS WILL BE IDENTIFIED BY A PO TONE. IF WHEN YOU PLUG IN YOU RECEIVE NO TONE, RECORD THE CALL AND THEN RE-INSERT.

THE BUSINESS OFFICE NUMBER WILL BE LISTED ON THE UNDERGLASS BULLETIN AS WHTLO 689-2411.

DIRECTORY ASSISTANCE REQUEST WILL BE HANDLED THE SAME AS OTHER CDO OFFICES.

TROUBLE WILL BE REPORTED IN THE SAME AS ANY OTHER COMMUNITY DIAL OFFICE.

WHITLOW DOES NOT HAVE A TIME OF DAY NUMBER, THEREFORE YOU WILL GIVE THE TIME OF DAY TO THE SUBSCRIBER.

KEY PULSING REVIEW

INCORRECT KEY PULSING IS BECOMING A COSTLY SERVICE PROBLEM FOR US. NUMBERS KEY PULSED INCORRECTLY ARE RESPONSIBLE FOR APPROXIMATELY 41% OF THE INEFFECTIVE ATTEMPTS. THE MOST FREQUENT MISTAKE IS HITTING TWO KEYS AT ONE TIME. THE FOLLOWING PROCEDURE SHOULD BE USED IN RECORDING THE CALL AND KEY PULSING THE CALLED NUMBER:

1. MARK TICKET-ALWAYS MARKING FROM LEFT TO RIGHT

2. MOVE TICKET WITH CALLED NUMBER NEAR KEYSET

3. USE INDEX OR MIDDLE FINGER BRACED WITH THE THUMB

4. PALM PENCIL

5. SELECT PROPER TANDEM OR TRUNK

6. DEPRESS KP KEY FIRMLY AND COMPLETELY

7. WATCH FOR AMBER SIGNAL

8. KEY THE 7 OR 10 DIGITS IN SETS--7 DIGIT #, IN STATE, KEY 3 DIGIT NNX (PAUSE), 4 DIGIT LINE #---FOR 10 DIGITS KEY 3 DIGITS FOR NPA (PAUSE); 3 DIGITS OF NNX (PAUSE); 4 DIGITS OF LINE NUMBER

9. AS YOU COMPLETE KEYING, REQUEST THE CALLING NUMBER

10. DEPRESS THE ST KEY

GREAT CARE SHOULD BE GIVEN TO KEY PULSING. DEPRESS THE PROPER KEY FIRMLY AND COMPLETELY. AVOID STRIKING TWO KEYS AT ONCE.

IF THE ABOVE PROCEDURE IS FOLLOWED IN KEY PULSING MANY ERRORS WILL BE ELIMINATED AND MORE CALLS, BOTH CUSTOMER AND OPERATOR HANDLED, WILL BE COMPLETED ON THE FIRST ATTEMPT.

11-3-71

DIRECT DISTANCE DIALING TO MEXICO CITY

EFFECTIVE NOVEMBER 7 STATION TO STATION CALLS TO MEXICO CITY WILL BE CUSTOMER DIALABLE.

THE MEXICAN NATIONAL TELEPHONE SYSTEM USES 8-DIGIT TELEPHONE NUMBERS. THE FIRST DIGIT OF THE 8-DIGIT MEXICO CITY NUMBER IS A 5. TO DIAL DIRECT TO MEXICO CITY THE CUSTOMER WOULD DIAL 1+90+THE 8 DIGIT #.

LETTERHEADS AND OTHER PRINTED MATERIAL MAY SHOW THE MEXICO CITY NUMBERS AS 7-DIGIT. IN THIS CASE THE CUSTOMER WOULD DIAL 1 + 905 + THE 7-DIGIT #. HOWEVER, IN MOST CASES, IT WILL BE SHOWN AS AN 8-DIGIT NUMBER.

DIRECTORY ASSISTANCE IN MEXICO CITY IS NOT CUSTOMER DIALABLE. IF THE CUSTOMER NEEDS TO OBTAIN A TELEPHONE NUMBER IN MEXICO CITY HE WILL HAVE TO DIAL "0" AND HAVE THE OPERATOR CONNECT HIM WITH DIRECTORY ASSISTANCE. THE OPERATOR WILL PROVIDE ASSISTANCE ON MEXICO CITY CALLS, WHEN NECESSARY, AS SHE DOES ON ALL OTHER CALLS.

THERE IS NO CHANGE IN HANDLING CALLS TO ALL OTHER MEXICO POINTS.

11-3-71

WESTERN UNION

EFFECTIVE NOVEMBER 1, 1971, THE TELEPHONE COMPANY WILL NO LONGER BE RESPONSIBLE FOR TELEGRAM CHARGES FROM A COIN TELEPHONE. WHENEVER A CUSTOMER AT A COIN (OR NON-COIN) TELEPHONE ASKS FOR THE WESTERN UNION, THE OPERATOR WILL SECURE THE NUMBER FROM HER POSITION INFORMATION AND SAY FOR EXAMPLE, "YOU CAN DIAL WESTERN UNION DIRECT, THE NUMBER IS 254-6011."

WESTERN UNION WILL NOW SEND AN INDIVIDUAL STATEMENT TO THE PERSON WHO PLACES A TELEGRAM FROM A COIN STATION. THE WESTERN UNION OPERATOR WILL ASSUME THE RESPONSIBILITY FOR DETERMINING THAT THE CALL ORIGINATES AT A COIN STATION, THUS THE TELEPHONE COMPANY OPERATOR WILL NO LONGER BE REQUIRED TO COLLECT THE COINS ON WESTERN UNION CALLS.

IF THERE IS NO MUNBER FOR WESTERN UNION IN THE CALLING EXCHANGE, LISTED AT YOUR POSITION ASK THE CUSTOMER TO CALL DIRECTORY ASSISTANCE.

CUSTOMERS CALLING FROM A COIN TELEPHONE IN A COMMUNITY DIAL OFFICE CAN NOT DIAL DIRECTORY ASSISTANCE DIRECT. THE OPERATOR MUST THEREFORE CONNECT HIM WITH DIRECTORY ASSISTANCE FOR THE NUMBER FOR WESTERN UNION.

IF A CUSTOMER PLACES A CALL TO WESTERN UNION AND GIVES A NUMBER IN AN EXCHANGE OUTSIDE HIS LOCAL CALLING AREA MAKE A TOLL TICKET AND TIME IN THE USUAL WAY.

10-28-71

ARIZONA TELECOMMUNICATIONS SYSTEM

THE ARIZONA TELECOMMUNICATIONS SYSTEM, ATS , IS AN INTRASTATE COMMUNICATIONS SYSTEM DESIGNED ESPECIALLY FOR THE STATE OF ARIZONA. BY USING SPECIAL DIAL ACCESS CODES, STATE GOVERNMENT TELEPHONE USERS WILL BE ABLE TO COMPLETE THEIR OWN INTRASTATE CALLS.

IT IS IMPORTANT THAT THE OPERATOR BE AWARE OF THE ATS NUMBERS AS THE STATE GOVERNMENT OFFICES MAY GIVE THE ATS NUMBER FOR BILLING INSTEAD OF THE REGULAR OFFICE NUMBER. THE FOLLOWING IS A LIST OF THE STATE GOVERNMENT ATS PREFIX CODES:

331
332
333
334
335
336
337
338
339-3
341-67
332-3

SHOULD YOU HAVE A PHOENIX CUSTOMER GIVING YOU A NUMBER BEGINING WITH ONE OF THESE, TELL HIM TO CALL HIS STATE GOVERNMENT OPERATOR. IF HE INSISTS ON YOU CONNECTING HIM REFER HIM TO THE S.A.

10-27-71

TICKET CHANGE (REVIEW)

42

THE BILL TO SPACE ON THE NEW TICKET IS DIVIDED INTO FOUR SECTIONS. THE FOLLOWING REMINDERS SHOULD HELP TO CLEAR UP SOME MISUNDERSTANDINGS ON HOW TO ENTER CREDIT CARD, ENTERPRISE AND THIRD NUMBERS:

1. A CREDIT CARD ALWAYS CONSISTS OF 11 DIGITS. THE 11 DIGITS ARE DIVIDED INTO FOUR PARTS, ENTER THEM ON THE TOP LINE OF THE BILL TO SPACE; 3 DIGITS IN THE FIRST PART, 4 DIGITS IN THE SECOND PART, 3 DIGITS IN THE THIRD PART AND 1 DIGIT (A LETTER) IN THE FOURTH PART. REMEMBER TO CHECK THE POSTED LIST OF FRAUDULENT CREDIT CARD NUMBERS BEFORE ADVANCING THE CALL. UNDER NO CIRCUMSTANCES DO YOU REVEAL THE CHARACTERISTICS OF AN ACCEPTABLE CREDIT CARD.

2. THIRD NUMBER-- ENTER THE AREA CODE IN THE FIRST PART OF THE BILL TO SPACE; THE FIRST 3 DIGITS IN THE SECOND PART AND THE LAST 4 DIGITS OF THE NUMBER IN THE THIRD PART. IF YOU OBTAIN AN OK ON THE THIRD NUMBER BILLING ENTER IT ON THE SECOND LINE OF THE BILL TO SPACE.

3. SPECIAL BILLING (10 DIGIT NUMBERS) -- CHECK THE UNDERGLASS BULLETIN FOR AN AUTHORIZED NUMBER. IF THE NUMBER IS NOT AN AUTHORIZED # FROM THE CALLING PARTY'S AREA, ENTER IT IN THE BILL TO SPACE AS YOU WOULD A CREDIT CARD. (THESE NUMBERS WILL NOT END WITH A LETTER AS THE CREDIT CARDS DO).

4. ENTERPRISE NUMBERS-- ENTER ENT. IN THE FIRST PART OF THE BILL TO SPACE AND 3 OR 4 DIGITS IN THE SECOND PART; IF THE ENT # HAS 5 DIGITS ENTER 4 IN THE SECOND PART AND 1 DIGIT IN THE THIRD PART.

10-13-71

REQUEST FOR REPAIR SERVICE

WE HAVE RECEIVED MANY COMPLAINTS FROM OUR COMMUNITY DIAL CUSTOMERS ABOUT THE WAY WE HANDLE THEIR TROUBLE REPORTS.

EFFECTIVE IMMEDIATELY REQUEST FOR REPAIR SERVICE WILL BE HANDLED AS FOLLOWS:

1. METROPOLITAN AREA--ADVISE THE CUSTOMER HE CAN DIAL 114. IF HE INSISTS ON YOU REPORTING THE TROUBLE, MAKE OUT A TROUBLE TICKET.

2. COMMUNITY DIAL OFFICES--(THESE COME IN ON THE ORANGE STRIPS)--CONNECT THE CUSTOMER TO 254-6491. IF HE INSISTS ON YOU REPORTING THE TROUBLE, MAKE OUT A TROUBLE TICKET. THE FOLLOWING CDO AREAS ARE TO BE CONNECTED TO 254-6491:

AGUILA
AJO
BLACK CANYON
BUCKEYE
CASA GRANDE
CIRCLE CITY
COOLIDGE
ELOY
FLORENCE
GILA BEND
MARICOPA
NEW RIVER
PAYSON
PINE
SACATON
STANFIELD
SUPERIOR
TONTO CREEK
WICKENBURG
WHITLOW

CAVE CREEK (WHICH COMES IN ON A YELLOW STRIP) WILL ALSO BE CONNECTED TO 254-6491.

DO NOT GIVE THE REPAIR NUMBER (254-6491) TO THE CUSTOMER. YOU CONNECT HIM TO THE NUMBER. IF HE WISHES YOU TO REPORT THE TROUBLE, MAKE OUT A TROUBLE TICKET.

3. HARQUAHALA VALLEY--CONNECT TO 258-1819.

Changed 39

REQUEST FOR REPAIR SERVICE
(REVISED)

EFFECTIVE IMMEDIATELY REQUEST FOR REPAIR SERVICE WILL BE HANDLED AS FOLLOWS:

A. REQUEST FOR REPAIR SERVICE IN THE METROPOLITAN AREA, ADVISE THE CUSTOMER HE CAN DIAL 114. IF HE INSISTS ON YOU REPORTING THE TROUBLE, MAKE OUT A TROUBLE TICKET.

B. REQUEST FOR REPAIR SERVICE FROM A CDO CUSTOMER, CONNECT HIM WITH CUSTOMER SERVICE 151 ON TANDEM 2.

C. REQUEST FOR REPAIR SERVICE FROM HARQUAHALA VALLEY, CONNECT TO 258-1819.

THERE IS NO CHANGE IN REPORTING TOLL TROUBLE.

THE FOLLOWING INSTRUCTIONS WILL BE PRINTED ON THE UNDERGLASS BULLETIN:

REQUEST FOR REPAIR SERVICE

METROPOLITAN AREA-ADVISE REPAIR SERVICE IS 114.

CDO-CONNECT TO 151 ON TANDEM 2

HARQUAHALA VALLEY-CONNECT TO 258-1819

10-1-71

UNDERDEPOSITS FROM A COIN TELEPHONE
(review)

Many mistakes are being made on the part-charge tickets. According to the accounting department, the most common error is marking the part charge bubble on both the original and part charge tickets. The following is a review of the proper part charge procedure:

If you are unable to collect the full amount due on a coin paid call or on a collect call to a coin telephone, mark your "over or under" bubble. Write "under" (amount of deposit due including tax due) in the reports space on the back of the ticket. Enter the full number of the chargeable minutes, and mark the amount actually collected (including tax) in the appropriate columns on the ticket. In addition be guided by any billing instructions given by the calling party, then file the ticket with the completed messages.

Div. A Sec 10 11.04
Oct. 1970

If the calling party requests the amount due billed to the called telephone, a 3rd number or a credit card, secure acceptance where necessary.

On the original ticket, enter the total elapsed time, and mark the amount collected. Write "part charge" (amount including tax) billed to (cld. tel, including area code or place and telephone number of the 3rd tel. number or credit card number.) on the back of the ticket.

There has been no change in preparing the second ticket. The tax will still be excluded when marking the amount due in the appropriate columns.

Div. A Sec. 10 11.05
(c) (1) (2)
Oct. '70

note--Do not mark the part charge bubble on the original ticket. Part charge is marked on the second ticket only.

9-29-71

REQUESTS FOR REPAIR SERVICE

changed

EFFECTIVE IMMEDIATELY WE WILL DISCONTINUE CONNECTING SUBSCRIBERS TO REPAIR SERVICE WITH THE EXCEPTION OF HARQUAHALA VALLEY.

IMPLEMENTING THIS CHANGE OF TROUBLE REPORTING ROUTINE SHOULD ENABLE MORE ACCURATE REPORTS FOR REPAIR SERVICE AND GIVE THE CUSTOMER BETTER TELEPHONE SERVICE.

REQUESTS FOR REPAIR SERVICE IN THE METROPOLITAN AREA, ADVISE THE CUSTOMER HE CAN DIAL 114. IF HE INSISTS ON YOU REPORTING THE TROUBLE, MAKE OUT A TROUBLE TICKET.

REQUESTS FOR REPAIR SERVICE FROM A CDO CUSTOMER, ADVISE THEM YOU HAVE NO WAY OF CONNECTING THEM, BUT YOU WILL REPORT THE TROUBLE. MAKE OUT A TROUBLE TICKET.

REQUESTS FOR REPAIR SERVICE FROM HARQUAHALA VALLEY, CONNECT TO 258-1819.

THERE IS NO CHANGE IN REPORTING TOLL TROUBLE.

THE FOLLOWING INSTRUCTIONS WILL BE PRINTED ON THE UNDERGLASS BULLETIN.

REQUESTS FOR REPAIR SERVICE

METROPOLITAN AREA-ADVISE REPAIR SERVICE IS 114

CDO-MAKE A TROUBLE TICKET

HARQUAHALA VALLEY-CONNECT TO 258-1819

8-25-71

MISC. REQUESTS FOR CREDIT

IF YOUR CUSTOMER REPORTS THAT A PERSON ANSWERED WHO WAS NOT QUALIFIED TO TALK, ON EITHER A CUSTOMER DIALED CALL OR ON AN OPERATOR HANDLED STATION TO STATION CALL WHERE YOU DO NOT HAVE THE ORIG. TICKET, ADVISE HIM YOU WILL GIVE HIM CREDIT ON THE CALL. MARK THE "MISC" DESIGNATION AND WRITE THE CREDIT INFORMATION IN THE "SPEC INST" SPACE, FOR EXAMPLE, "CR PLUMBER ANS TEL.". IF YOU REESTABLISH THE CALL, TIME THE CONV. ON THE CREDIT TICKET. DIV A SEC. 21 OPP. PG. 2 12

UNDER THE FOLLOWING CIRCUMSTANCES THERE WILL BE A CHARGE FOR THE CALL:(1) AN EMPLOYEE OR MEMBER OF THE HOUSEHOLD OR FIRM WHO COULD TAKE A MESSAGE OR ANSWER QUESTIONS ANSWERED, (2) SOMEONE AT A SECRETARIAL SYSTEM ANSWERED AND (3) AN ANSWER BY AN AUTOMATIC ANSWERING DEVISE. IN THESE CASES, IF YOU HAVE THE ORIG. TKT. WRITE AN EXPLANATION ON THE BACK OF THE TICKET, DESCRIBING THE CUSTOMERS CLAIM AND YOURDISPOSITION OF THE CASE.

DIV A SEC 8 10.03

REVIEW -- INTERCEPT TONE CDO TRUNK

WHEN YOU ANSWER A CDO TRUNK AND YOU HEAR A "LOW, SHORT GROWLING" TONE, YOU SHOULD ANSWER BY SAYING, FOR EXAMPLE: "WHAT NUMBER ARE YOU CALLING, PLEASE?" REACH THE VERIFYING OPERATOR FOR THE STATUS OF THE NUMBER. GIVE THE REPORT TO THE CUSTOMER IF NECESSARY. DO NOT ESTABLISH THE CONNECTION. ANYTIME YOU ARE NOT SURE OF EITHER A P.O. TONE OR AN INTERCEPT TONE, RE-INSERT.

I.G. 12A

PG. 3

ARIZONA DIRECTORY ASSISTANCE REVIEW

IN ORDER TO GIVE FASTER, BETTER DIRECTORY ASSISTANCE SERVICE IT IS IMPORTANT TO GIVE CORRECT DDD INSTRUCTIONS.

WHEN A CUSTOMER REQUESTS DIRECTORY ASSISTANCE BE GUIDED BY THE FOLLOWING:

113 --REQUEST FOR DIRECTORY ASSSISTANCE FOR A LOCAL NUMBER FROM PNX AND METROPOLITAN AREA: SAY, FOR EXAMPLE, "YOU CAN DIAL DIRECTORY ASSISTANCE BY DIALING 113." EXAMPLE: PNX TO CHANDLER

1411 --REQUEST FOR DIRECTORY ASSISTANCE FROM A COMMUNITY DIAL OFFICE: SAY, FOR EXAMPLE, "YOU CAN DIAL DIRECTORY ASSISTANCE BY DIALING 1411." CDO COIN CUSTOMERS CAN NOT DIAL 1411. IT WILL BE NECESSARY FOR YOU TO CONNECT THEM.

1-555-1212 -- REQUEST FOR DIRECTORY ASSISTANCE TO A COMMUNITY DIAL OFFICE IN ARIZ, WHICH RESULTS IN A TOLL CALL: SAY, FOR EXAMPLE, "YOU CAN DIAL DIRECTORY ASSISTANCE BY DIALING 1-555-1212." EXAMPLE: PNX TO BUCKEYE

1-555-1212 -- REQUEST FOR DIRECTORY ASSISTANCE FOR ALL OTHER POINTS IN ARIZONA: SAY, FOR EXAMPLE, "YOU CAN DIAL DIRECTORY ASSISTANCE BY DIALING 1-555-1212."

NOTE: ARIZONA DIRECTORY ASSISTANCE TRUNKS ARE TO BE USED ON ALL OPERATOR ATTEMPTS TO SECURE ARIZONA TELEPHONE NUMBERS. DO NOT KEY PULSE OPERATOR CODE + 131 ON TANDEM.

IF IT IS NECESSARY TO GIVE ASSISTANCE, CONNECT THE CUST. WITH THE "ARIZONA DIRECTORY ASSISTANCE" TRUNK, DO NOT REMAIN ON THE LINE TO ANNOUNCE, AFTER CONNECTING THE CUSTOMER. 8-9-71

REVIEW--ANOTHER TELEPHONE SPECIFIED BY EITHER THE CALLING PARTY OR THE CALLED TELEPHONE

IF AN ALTERNATE TELEPHONE IS SPECIFIED BY THE CALLING PARTY WHEN A REPORT OF DELAY IS GIVEN, ENTER "AG (OTHER TELEPHONE)", "AG (OTHER PLACE)" OR "AG (ADDRESS NAME)". IF GIVEN BY THE CALLED TELEPHONE, ENTER "FC (OTHER TELEPHONE)", "FC (OTHER PLACE)" OR "FC (ADDRESS NAME)". MAKE THE NECESSARY CORRECTIONS IN THE "TO NPA", "TO NNX" AND "TO NO." COLUMNS IF THE CALL IS COMPLETED.

IF, IN YOUR JUDGMENT, IT IS NECESSARY TO USE MORE THAN ONE TICKET BECAUSE OF SPACE LIMITATIONS, NUMEROUS CORRECTIONS OR A THIRD CALCULAGRAPH STAMPING, RECORD THE TOTAL ELAPSED TIME ON THE ORIGINAL TICKET AND CORRECT ANY ESSENTIAL BILLING DETAILS AND SCRATCH ALL BUT THE ORIGINAL TICKET.

DIV. A, SEC. 5 5.02
DIV. A, SEC. 1 2.06
DIV. A SEC 7 6.01

REVIEW--REQUEST THAT TIME AND CHARGE BE QUOTED AT THE END OF CONVERSATION:

(A) MARK THE T&C BUBBLE WHEN YOU QUOTE TIME AND CHARGES BUT DO NOT PERFORM SUFFICIENT WORK OPERATIONS TO QUALIFY FOR MARKING THE "Q DET" BUBBLE AS DESCRIBED IN (B).

(B) MARK THE "Q DET" BUBBLE WHEN YOU QUOTE FULL DETAILS BY PERFORMING AT LEAST ONE ITEM OF WORK IN EACH OF THE FOUR CATEGORIES LISTED BELOW.

(1) CALLING PARTY'S NAME.

(2) CALLING ROOM, EXTENSION, DEPARTMENT, BILLING IDENTIFICATION, SUCH AS VOUCHER OR SERIAL NUMBER.

(CONT'D PG. 2)

(3) CALLED NUMBER INCLUDING AREA CODE IF APPLICABLE AND CALLED PARTY'S NAME ON A PERSON TO PERSON CALL.

(4) TIME AND CHARGES.

REVIEW--METROPAC

METROPOLITAN PREFERRED AREA CALLING SERVICE METROPAC IS AN OPTIONAL SERVICE AVAILABLE IN CERTAIN SPECIFIED EXCHANGES IN OUR AREA. SUBSCRIBERS HAVING THIS SERVICE PAY A SPECIFIED MONTHLY RATE AND ARE ENTITLED TO MAKE DIRECT DIALED CALLS TO OTHER SPECIFIED EXCHANGES WITHOUT AN ADDITIONAL CHARGE.

PLEASE REFER ALL CUSTOMERS WITH QUESTIONS REGARDING METROPAC TO THEIR SERVICE REPRESENTATIVES AT THE BUSINESS OFFICE.

REMEMBER - WHEN A CUSTOMER PLACES A CALL THRU THE OPERATOR, THIS CALL WILL BE BILLED AS A REGULAR TOLL CALL. DO NOT ADVISE THE CUSTOMER AS TO THE DISPOSITION OF ANY OPERATOR HANDLED METROPAC CALL, REFER THE CUSTOMER TO THE BUSINESS OFFICE. SPECIFICALLY, DO NOT SAY THE BUSINESS OFFICE WILL CHARGE OFF THE CALL.

ALL QUESTIONS FROM SUBSCRIBERS REGARDING THE RADIUS OF THEIR CALLING AREA SHOULD BE REFERRED TO THE BUSINESS OFFICE.

TICKET CHANGE

A NEW TOLL TICKET WILL BE IN EFFECT AUG. 1, 1971
THE FOLLOWING CHANGES HAVE BEEN MADE:

1. INSTEAD OF "ADM-131" BUBBLE IT WILL BE "RCH DA". YOU WILL MARK THIS BUBBLE ON ANY CALL WHEN YOU ATTEMPT TO REACH A DISTANT DIRECTORY ASSISTANCE TO OBTAIN A NUMBER OR REPORT FOR A CUSTOMER.

DIV. A. SEC. 1 6:02
OCT 70

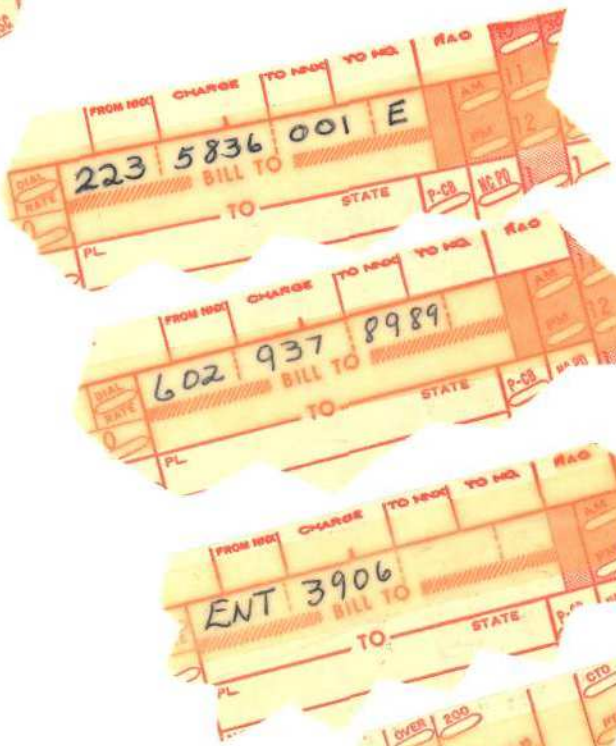
2. A DIVIDED SPACE IS NOW PROVIDED FOR RECORDING CREDIT CARD, BILL TO 3RD OR ENTERPRISE NUMBERS.

3. THERE IS NOW A BUBBLE FOR OVER COLLECTIONS AND A BUBBLE FOR UNDER COLLECTIONS. PLEASE MARK CAREFULLY.

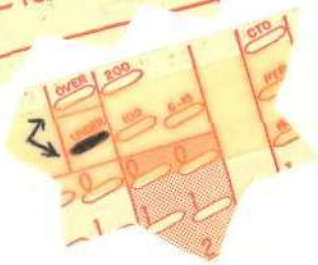
1.

7-26-71

2.



3. IS THE AMOUNT SHORT OR OVER? BE SURE YOU MARK THE CORRECT BUBBLE.



PINK HOTEL STRIPS

WE NOW HAVE THE TRUNK NUMBER SHOWN ON THE PINK HOTEL STRIPS. USE THIS TRUNK NUMBER WHEN REPORTING TROUBLE.

AS YOU KNOW THE PURPLE STRIPE INDICATES CHARGES SHOULD BE QUOTED VERBALLY. BECAUSE OF THE LACK OF SPACE THIS STRIPE MAY BE IN THE MIDDLE OR IT MAY BE AT THE BOTTOM OF THE STRIP..

7-2-71

602 AND ZONE MU PAGES

New 602 NPA-NNX pages are being added to the cardex. In addition to the Rate Step letters, the abbreviation "LO" for local and "#" for Zone Message Units are shown. These entries are explained at the bottom of each page.

Separate tables for determining Zone Call Message Units by NNX are also being added to the cardex. These pages are filed at the bottom below the Arizona and Interstate Tax and Conversion Tables. The number of Message units for the initial period is shown on these pages which can be used instead of the map. The abbreviation "LO" is shown in a space to indicate a Local Call. The abbreviation "TO" on these pages means Toll Call.

~~27~~
29

REVIEW
DIAL RATE

IT IS NECESSARY TO MARK THE DIAL RATE DESIGNATION ON ALL (WITHIN THE CONTINENTAL UNITED STATES + (EXCLUDING ALASKA) ~~AND~~ HAWAII) CUSTOMER DIALABLE CALLS AT ANY TIME DAY OR NIGHT ON THE FOLLOWING CONDITIONS:

1. THE CUSTOMER STATES THAT HE IS PHYSICALLY HANDICAPPED.
2. THE CUSTOMER INDICATES THAT HE HAS MADE MORE THAN ONE ATTEMPT TO REACH THE DESIRED STATION BUT WAS UNSUCCESSFUL FOR REASONS OTHER THAN BY, DA OR SINGLE WRONG NUMBER ENCOUNTERED AND REQUIRES NO OTHER OPERATOR HANDLING.
3. THE CALLED OR CALLING PLACE IS A POINT NOT EQUIPPED FOR DIRECT DISTANCE DIALING. EXAMPLE: TOLL STATIONS, MARK SENSE CODES, MOBILE.
4. A CUSTOMER REQUESTS ASSISTANCE ON A DIALABLE CALL ON WHICH HE WAS CUT OFF OR EXPERIENCED POOR TRANSMISSION.

SOME OF YOU HAVE NOT BEEN MARKING THE DIAL RATE BUBBLE ON INTRASTATE CALLS (CALLS TO POINTS IN ARIZONA). THE ABOVE INSTRUCTIONS APPLY TO ALL CALLS AS STATED.

JUNE 19, 1971

TOP DIV G, SEC 1

DIAL RATE REVIEW

A. A DIAL STATION RATE IS APPLICABLE ON A CUSTOMER DIALED NON-COIN CALL WITHOUT OPERATOR ASSISTANCE.

B. A DIAL RATE IS ALSO APPLICABLE UNDER THE FOLLOWING CONDITIONS:

1. THE CUSTOMER STATES HE IS PHYSICALLY HANDICAPPED, FOR EXAMPLE, BLIND OR CRIPPLED;
2. THE CUSTOMER INDICATES THAT HE HAS MADE MORE THAN ONE ATTEMPT TO REACH THE DESIRED DESTINATION BUT WAS UNSUCCESSFUL FOR REASONS OTHER THAN BY, DA, OR SINGLE WRONG NUMBER ENCOUNTERED AND THE CALL REQUIRES NO OTHER OPERATOR HANDLING;
3. THE CALLED OR CALLING PLACE IS A POINT NOT EQUIPPED FOR DIRECT DISTANCE DIALING, FOR EXAMPLE, A TOLL STATION; AND
4. THE CUSTOMER REQUESTS ASSISTANCE ON A DIALABLE CALL ON WHICH HE WAS CUT OFF OR EXPERIENCED POOR TRANSMISSION.

DIV. G SEC. I RULE 2.11

ONE OF THE CONDITIONS STATED ABOVE MUST APPLY BEFORE YOU MARK THE DIAL RATE. IF THE CUSTOMER DOES NOT PROVIDE ENOUGH INFORMATION, FOR EXAMPLE IF HE JUST SAYS "WILL YOU DIAL THIS NUMBER, I'M HAVING TROUBLE GETTING IT", YOU MUST QUESTION HIM TO DETERMINE IF THE DIAL RATE APPLIES. WE HAVE BEEN CHARGED WITH AN ERROR ON TWO OCCASIONS BECAUSE WE FAILED TO ESTABLISH THE REASON FOR MARKING THE DIAL RATE.

Used in Unit 3 only

8-6-73

RATE CHANGE

EFFECTIVE JUNE 18, 1971 THERE WILL BE AN INTRA-STATE (IN THE STATE) AND A MESSAGE UNIT (MU) RATE CHANGE. DO NOT QUOTE ANY RATES FROM MEMORY.

6-10-71

S.A PROGRAM

27

CORRECTION OF S.A. PROGRAM ON SPECIAL BILLING NUMBERS Dated 6-2-71

THE ATTACHED PROGRAM HAS BEEN CANCELLED. PLEASE FOLLOW THE REGULAR PRACTICE, IF YOU DO HAVE TO REFUSE SERVICE TO THE CUSTOMER, PLEASE REFER THE CALL TO A GCO.

6-10-71

SA PROGRAM ONLY SPECIAL BILLING NUMBERS

UNTIL FURTHER NOTICE PLEASE ACCEPT A SPECIAL BILLING NUMBER WITH A LETTER ON THE END WITHOUT QUESTIONING OR REFUSING THE CUSTOMER.

THE CUSTOMER MIGHT GIVE A NUMBER SUCH AS 3764 064 N, SAYING IT IS A SPECIAL BILLING NUMBER OR A CREDIT CARD. MARK THE 3RD NUMBER TOO BUBBLE, DO NOT MARK THE CREDIT CARD BUBBLE.

SOME CUSTOMERS HAVE BEEN REFUSED SERVICE WHEN GIVING THE LETTER WITH THE SPECIAL BILLING NUMBER.

6-2-71

ASSISTANCE STUDY JUNE 12, 13 & 14

STARTING 12:01 AM JUNE 12 THRU 11:59 PM JUNE 14, 1971 (SAT, SUN & MON) WE WILL BE TAKING A STUDY ON CUSTOMERS UNABLE TO REACH DIRECTORY ASSISTANCE.

WHEN YOUR CUSTOMER ADVISES HE COULDN'T REACH DIRECTORY ASSISTANCE, ASK, FOR EXAMPLE: "WHEN YOU CALLED WAS IT BUSY OR DIDN'T THEY ANSWER?". TALLY UNDER THE PROPER COLUMN AND CONNECT THE CUSTOMER WITH DIRECTORY ASSISTANCE.

6-7-71

REQUEST FOR RATE ONLY - CUST HAS NOT PLACED CALL

UNTIL FURTHER NOTICE IF YOUR CUSTOMER REQUESTS A RATE WITHOUT PLACING A CALL, FOR EXAMPLE: "HOW MUCH DOES IT COST TO CALL BOSTON, MASS?", SAY, "I WILL GIVE YOU THE RATE OPERATOR" AND CONNECT YOUR CUSTOMER WITH RATE AND ROUTE. CUT OUT AND PROCEED WITH OTHER WORK. IF YOU RECEIVE ONE LIGHT SUPERVISION, RELEASE THE FRONT CORD AND CHALLENGE. RECORD A CALL IF YOUR CUST WISHES TO PLACE ONE.

REQUEST FOR A RATE AFTER CUST HAS PLACED A CALL

IF YOU HAVE RECORDED A CALL AND YOUR CUSTOMER SAYS, FOR EXAMPLE: " HOW MUCH WILL THIS COST ME, OPERATOR?" OR "WHAT AMOUNT OF CHANGE WILL I NEED, OPERATOR?", LOOK UP THE RATE REQUESTED, GIVING IT TO THE CUSTOMER. PROCEED WITH THE CALL AS USUAL.

6-3-71

DRUG ABUSE CENTERS

ON THE "UNDERGLASS BULLETIN" UNDER "MISCELLANEOUS EMERGENCY NUMBERS" YOU WILL NOW FIND NUMBERS FOR THE VARIOUS DRUG ABUSE CENTERS.

6-1-71

BELLBOY SERVICE

A NEW CENTRAL OFFICE (259) WAS OPENED FOR SERVICE TO THE PHOENIX AREA BELLBOY CUSTOMERS ON SUNDAY MAY 16, 1971. WITH THIS NEW OFFICE ALL PRESENT PHOENIX BELLBOY CUSTOMERS RECEIVE A NUMBER CHANGE TO THE 259 PREFIX.

REVIEW

BELLBOY SERVICE IS A ONE-WAY SIGNALING SERVICE ASSIGNED A SEVEN DIGIT NUMBER IN THE MAIN 259 OFFICE. THE CUSTOMER CARRIES A POCKET RECEIVER THAT WILL RING WHEN THE SEVEN DIGITS ARE DIALED. THE CUSTOMER THEN KNOWS TO REPORT BY TELEPHONE TO A PREARRANGED NUMBER TO RECEIVE HIS MESSAGE.

WHEN THE CALLING CUSTOMER DIALS THE BELLBOY NUMBER, AND THE SET IS ON, HE WILL RECEIVE A "TINKLE TONE" AND ONE ANNOUNCEMENT SUCH AS: "THIS IS A RECORDING. YOUR BELLBOY SIGNAL WILL BE TRANSMITTED. THANK YOU." IF THE SET IS NOT "ON", THE CALLING CUSTOMER WILL NOT RECEIVE THE ANNOUNCEMENT..

OPERATOR ASSISTANCE SHOULD NOT BE REQUIRED FOR COMPLETION OF BELLBOY CALLS BUT IF YOU ARE REQUESTED TO DO SO, HANDLE IT IN THE SAME MANNER AS A LOCAL ASSISTANCE CALL WITH NO TICKET RECORDED, THAT IS , DIAL THE NUMBER, AFTER THE FIRST RING CUT OUT.

IF THE CALL INVOLVES INTERZONE UNITS, RECORD AND TIME A TICKET IN THE REGULAR WAY ON A STATION TO STATION BASIS.

5-25-71

CHANGE IN COMBINED FEDERAL & STATE TAX COLLECTED ON CALLS FROM COIN TELEPHONES TO POINTS IN ARIZ.

EFFECTIVE 12:01 AM SUNDAY MAY 16,1971 THERE WILL BE A CHANGE IN THE COMBINED FEDERAL & STATE TAX YOU WILL COLLECT ON CALLS TO POINTS IN ARIZ. WHICH ARE PAID FOR AT PAY TELEPHONES.

ON THE CARDEX PAGES THE COMBINED FEDERAL & STATE TAX FIGURES WILL NO LONGER BE IN RED, THEY WILL BE IN BLACK.

THE BOTTOM LINE WILL STILL BE YOUR COIN INITIAL AND OVERTIME COMPUTED AMOUNTS. HOWEVER, IT IS IMPERATIVE TO USE A TRACER TO DETERMINE THE CORRECT AMOUNT OF DEPOSIT.

5-11-71

REACHING DIRECTOR ASSISTANCE - CDO'S

EFFECTIVE IMMEDIATELY, CASA GRANDE AND COOLIDGE AREA, INCLUDING STFD, ELOY & FLRC, WILL NOW BE ADVISED TO DIAL 1411 FOR DIRECTORY ASSISTANCE.

WITH THIS CONVERSION, ALL* CDO'S WILL DIAL 1411 EXCEPT FROM COIN TELEPHONES WHICH MUST STILL BE CONNECTED TO DIRECTORY ASSISTANCE BY THE OPERATOR.

*THE ONLY EXCEPTION IS HARQUALHALA VLY. WHO MUST DIAL "0", FROM BOTH ELAT AND COIN, AND BE CONNECTED BY THE OPERATOR.

5-10-71

TOP CHANGE-QUOTING RATES

EFFECTIVE IMMEDIATELY WHEN A CUSTOMER ASKS FOR A RATE ON A CALL YOU WILL PROCEED AS FOLLOWS:

A. UNLESS OTHERWISE INDICATED ASSUME STATION SERVICE IS DESIRED.

B. IF THE CALL IS FROM A COIN TELEPHONE QUOTE THE OPERATOR ASSISTED RATE.

C. IF THE CALL IS FROM A NON-COIN TELEPHONE SAY, FOR EXAMPLE, "THE DIAL STATION RATE NOW IN EFFECT IS (RATE) FOR THE FIRST (INITIAL PERIOD) PLUS TAX. AN OPERATOR ASSISTED CALL TAKES A HIGHER RATE." IF THE CUSTOMER REQUESTS THE OPERATOR ASSISTED RATE, QUOTE BY SAYING, FOR EXAMPLE, "THE OPERATOR ASSISTED STATION RATE NOW IN EFFECT IS (RATE) FOR THE FIRST (INITIAL PERIOD) PLUS TAX."

THE ABOVE ALSO APPLYS IF THE CUSTOMER REQUESTS AN "EVENING", "NIGHT", "WEEK-END", SAT., SUN., OR HOLIDAY REDUCED RATE. QUOTE THE APPLICABLE DIAL STATION RATE, ADDING THAT THE OPERATOR ASSISTED CALL TAKES A HIGHER RATE. QUOTE THE OPR. ASSISTED RATE IF REQUESTED.

FOR EXAMPLE:

1. A CALL FROM AGUILA TO 714 663-2704 (4PM SAT.)

IN CHECKING YOU WILL FIND IT IS RATE STEP "8". REFER TO THE PAGE IN THE CARDEX MARKED "INTERSTATE LATE NITE RATE", FIND RATE STEP "8", CONTINUE ACROSS THE PAGE UNDER "WEEKEND" SAT 8A-11P, YOU WILL ADVISE YOUR PARTY, FOR EXAMPLE: "THE DIAL STATION RATE NOW IN EFFECT IS $.33 PLUS THE TAX FOR THE FIRST 3 MINUTES. AN OPERATOR ASSISTED CALL TAKES A HIGHER RATE."

NOTE: REMEMBER TO ASSUME STATION SERVICE UNLESS OTHERWISE INDICATED. IF THE OPR. ASSISTED RATE IS REQUESTED, FOLLOW NORMAL PROCEDURE.

ALSO IF THE CUSTOMER ASKS WHAT TIME THE REDUCED RATE GOES INTO EFFECT, BE SURE TO QUESTION IF INTER OR INTRA STATE.

2. A CALL FROM AGUILA TO 714 663-2704 (4PM WEEKDAY)

RATE STEP "8", CHECKING UNDER "DAY- MON THRU FRI", YOU WOULD QUOTE $.50 PLUS THE TAX FOR THE FIRST 3 MINUTES AND ADVISE THAT THE OPERATOR ASSISTED CALL TAKES A HIGHER RATE.

CONT'D PAGE 2

3. A CALL FROM AGUILA TO 714 663-2704 (HOL. REDUCED RATE)

RATE STEP"8", CHECKING UNDER "EVENING-HOL. 8A-11P" YOU WOULD QUOTE $.40 PLUS TAX FOR THE FIRST 3 MINUTES, ADVISING THAT THE OPERATOR ASSISTED CALL TAKES A HIGHER RATE.

D. IF YOUR CUSTOMER IS TALKING FROM A NON DBD OFFICE AND QUESTIONS WHETHER A DIAL RATE IS APPLICABLE TO HIS SERVICE EXPLAIN THAT ON ALL INTERSTATE STATION TO STATION CALLS WITH NO ADDITIONAL BILLING OR CHARGE ARRANGEMENTS, THE DIAL RATE WOULD APPLY.

DIV. A, SEC. 24, OPP. PG. 1 JAN. 71

5-6-71

CALLS RECEIVED FROM COIN TELEPHONES

THE FOLLOWING CHANGES GO INTO EFFECT AS OF 4-30-71

1. CALLING PARTY DEPOSITS OVER THE AMOUNT REQUESTED.

IF YOUR CUSTOMER DEPOSITS MORE THAN THE AMOUNT REQUESTED, NOTIFY HIM OF THE OVERDEPOSIT IF HE HAS NOT COMMENTED ON IT. IF HE DOESN'T HAVE THE NECESSARY COINS TO MAKE A CORRECT DEPOSIT, PROCEED AS FOLLOWS:

IF THE AMOUNT EXCEEDS FIVE CENTS, SAY FOR EXAMPLE, "YOU WILL HAVE A CREDIT OF (AMT) AT THE END OF THE INITIAL PERIOD. IF YOU WILL SIGNAL OR (FLASH) AT THE END OF THE CALL, I WILL BE GLAD TO ARRANGE A REFUND."

THE ABOVE WILL ALSO APPLY IF YOUR CUSTOMER REPORTS A WRONG NUMBER AND HIS CREDIT WILL EXCEED THE INITIAL PERIOD AMOUNT.

IF THE AMOUNT OF OVERDEPOSIT IS FIVE CENTS, SAY FOR EXAMPLE, "I WILL GIVE YOU CREDIT IF YOU TALK BEYOND THE INITIAL PERIOD." IT IS NOT NECESSARY TO OFFER A REFUND. HOWEVER SHOULD THE CUSTOMER REQUEST A REFUND, COMPLY WITH HIS REQUEST.

DIV. A SEC. 10 11.09 C (1) (2)

2. UNDERDEPOSITS FROM A COIN TELEPHONE

IF YOU ARE UNABLE TO COLLECT THE FULL AMOUNT DUE ON A COIN PAID CALL OR ON A COLLECT CALL TO A COIN TEL., MARK YOUR "OVER OR UNDER" BUBBLE. WRITE "UNDER" (AMT. OF DEPOSIT DUE INCLUDING TAX DUE) IN THE REPORTS SPACE ON THE BACK OF THE TICKET. ENTER THE FULL NUMBER OF CHARGEABLE MINUTES, AND MARK THE AMOUNT ACTUALLY COLLECTED (INCLUDING TAX) IN THE APPROPRIATE COLUMNS ON THE TICKET. IN ADDITION BE GUIDED BY ANY BILLING INST. GIVEN BY THE CALLING PARTY, THEN FILE THE TICKET WITH THE COMPLETED MESSAGES.

DIV. A SEC 10 11.04
OCT. 1970

IF THE CALLING PARTY REQUESTS THE AMOUNT DUE BILLED TO THE CALLED TELEPHONE, A 3RD NUMBER OR A CREDIT CARD, SECURE ACCEPTANCE WHERE NECESSARY.

ON THE ORIGINAL TICKET, ENTER THE TOTAL ELAPSED TIME, AND MARK THE AMOUNT COLLECTED. WRITE "PART CHARGE" (AMOUNT INCLUDING TAX) BILLED TO (CLD. TEL., INCLUDING AREA CODE OR PLACE AND TELEPHONE NO. OF THE "3RD" TEL. NUMBER OR CREDIT CARD NO.) ON THE BACK OF THE TICKET.

THERE HAS BEEN NO CHANGE IN PREPARING THE SECOND TICKET. THE TAX WILL STILL BE EXCLUDED WHEN MARKING THE AMOUNT DUE IN THE APPROPRIATE COLUMNS.

DIV. A SEC. 10 11.05 (c) (1) (2)
OCT. 70

3. CUST. AT COIN TEL. REQ. CALL BILLED TO "3RD #"

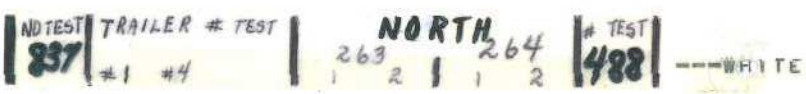
SECURE AND ENTER THE CALLING PARTY'S NAME IN THE "FROM" SPACE, OR IF REQUESTED BY THE CALLED PARTY ON A COLLECT CALL, ENTER "REQ BY CLD PTY (CLD PTY)" IN THE SPACE FOR REPORTS.

CARDEX PAGE (# TEST)

UNDER THE PAGE IN THE CARDEX MARKED "# TEST", YOU HAVE SPECIAL INSTRUCTIONS FOR NUMBER TESTING EITHER PART OR ALL NUMBERS IN THE FOLLOWING AREAS.

CAVE CREEK
FT. MCDOWELL
MARYVALE
MESA
NORTH
TEMPE
TOLLESON MAIN

IF YOUR NUMBER IS IN ONE OF THESE AREAS, CHECK THIS NO. TEST PAGE, CHECK CAREFULLY AS THEY ARE NOT IN NUMERICAL ORDER. USE THE PROPER TRUNK, (SEE SAMPLE STRIP BELOW), KEY PULSE EITHER 4 OR 5 DIGITS AS SPECIFIED.



CDO NUMBER TESTING

CDO OFFICES HAVE TWO WAYS TO NUMBER TEST. IF YOUR OUTDIAL EQUIPMENT HAS "NO TEST" AS THE VERY FIRST TRUNK ON THE LEFT, YOU WILL KEY "0-0" THEN THE LAST "4" DIGITS.

IF THERE IS NO "NO TEST" TRUNK, YOU WILL KEY PULSE THE LAST "4" DIGITS IN THE "COMMUNITY DIAL # TEST" STRIP (SEE BELOW), FOR EXAMPLE PAYSON (474).

PLEASE KEEP IN MIND THE LAST TWO STRIPS WILL BE IN ORANGE.

4-26-71

COIN PAID CALLS - CONVERSATION CONTINUES WELL OVER THE INITIAL PERIOD

WHEN YOU NOTICE A COIN PAID CALL HAS BEEN TALKING FOR A LONG TIME OVER THE INITIAL PERIOD, MARK A KEY TAG WITH A NOTIFY TIME OF 30 MINUTES FROM THE START OF CONVERSATION.

AT APPROXIMATELY 30 MINUTES, STAMP OFF THE TICKET, CUT IN AND SAY, FOR EXAMPLE, " ONE MOMENT PLEASE, FOR OVERTIME", COLLECT THE INITIAL DEPOSIT, THEN SAY, FOR EXAMPLE, "WOULD YOU PLEASE DEPOSIT (AMT) FOR THE (NO) ADDITIONAL MINUTES YOU HAVE TALKED."

AFTER SECURING THE AMOUNT REQUESTED OR A SATISFACTORY BILLING ARRANGEMENT HAS BEEN MADE, ALLOW THE CONVERSATION TO CONTINUE IF DESIRED. REVERSE THE TICKET AND STAMP THE NEW START OF CONVERSATION TIME.

IF THE CONVERSATION TIME CONTINUES WELL BEYOND THE 30 MINUTE NOTIFICATION, MARK A KEY TAG WITH A 60 MINUTE NOTIFY TIME FROM THE START OF CONVERSATION, AND FOLLOW THE ABOVE PROCEDURE.

MORE THAN TWO PERIODS OF CONVERSATION WILL REQUIRE THE USE OF A SECOND TICKET AS A MEMO TO RECORD ADDITIONAL TIMINGS. THE TOTAL ELAPSED TIME WILL BE RECORDED ON THE ORIGINAL TICKET AND A LINE DRAWN UNDERNEATH EACH COLLECTION, EXCEPT THE FINAL COLLECTION. THE MEMO TICKET WILL BE SCRATCHED.

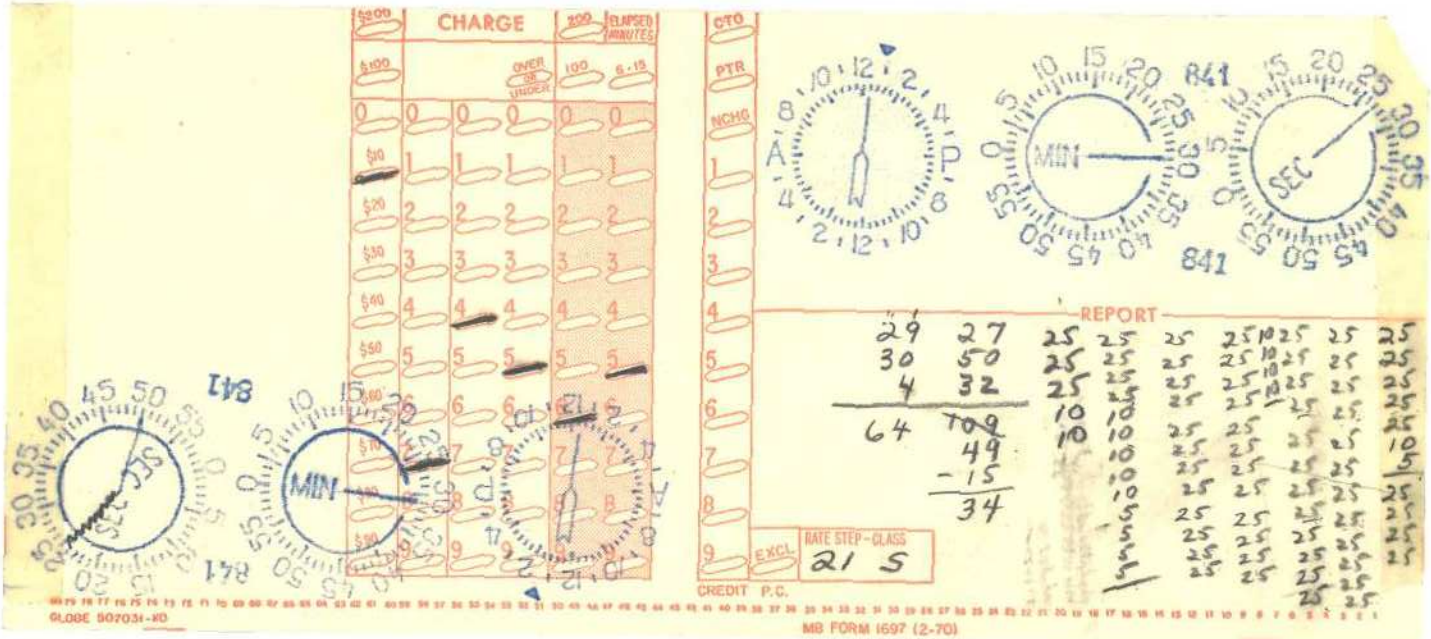
AT THE END OF CONVERSATION ADD THE TOTAL ELAPSED TIME FOR THE STAMPINGS AND DETERMINE THE TOTAL CHARGES, ALLOWING THE USUAL 15 SECONDS TIME ALLOWANCE.

IF YOU HAVE ANY QUESTIONS REFER TO YOUR S.A.

PLEASE SEE PAGE 2 FOR TICKET SAMPLE.

DIV. A SEC. 10
PAR. 19

4-2-71



THIRD TIMING TRANSFERRED TO ORIG. TICKET

MEMO TICKET SCRATCHED

FLORENCE JUNCTION (FLRC JCT)

BREWER, DELBERT	5	T 689-2833
FLORENCE JCT SHELL STATION	1 PO	T 689-2822
HERON'S FLRC JCT CAFE & SERV STA	1 PO	T 689-2822
MCNEICE STONE WORKS	3	T 689-2827
PARR, J. W.	4 PO	T 689-2825
PARR, J. W. RICHFIELD SERV	2 PO	T 689-2826
QUEEN VALLEY COUNTRY CLUB	6 PO	T 689-2831

HARQUAHALA

NAME CHANGED TO HARQUAHALA VALLEY

ALL HARQUAHALA TOLL STATIONS HAVE BEEN CONVERTED TO 7 DIGIT NUMBERS.

NEW 7 DIGIT NUMBERS WILL BE FURNISHED BY INFORMATION.

THE 7 DIGIT NUMBERS CAN BE DIALED DIRECT.

HYDER

NON PUB	1 PO	T 683-2538

JAKE'S CORNER

JAKE'S CORNER	1	T 474-2680
SLAUGHTER, HORACE	2	T 474-2641

KOHL'S RANCH

KOHL'S RANCH LODGE -- REFER TO PAYSON INFORMATION

NON PUB	6 PO	T 474-3423
NON PUB	7 PO	T 474-2976

LUKEVILLE

GRINGO PASS MOTEL	2 PO	T 387-6163
KALIL, SYDE J.	5	T 387-6142
LUKEVILLE TAVERN	3 PO	T 387-6182
MCKEOWN, PHILIP	6	T 387-6137
ORGAN PIPE CITY INC / SERV STA	4 PO	T 387-6152
U. S. GOVT CUSTOMS SERVICE	1	T 387-6121

WITTMANN CONT'D

SULLIVAN, FRED	32	T 933-0082
SUN DIAL ANTIQUE & ROCK SHOP	36	T 933-0097
WAYNE, W. A.	45	T 933-0081
WELCH, CLAUDE R. GROCERY	4	T 933-0059
WELCH'S GARAGE	17 PO	T 933-0077
WHARTON, JERRY	35	T 933-1687
WHINERY, MRS. ZEPHYR	34	T 933-1618
WHITE, BETTY	42	T 933-0008
WINTERBERG, ALLEN G.	39	T 933-0015
WITTMANN GROCERY & CAFE	25 PO	T 933-1633

YOUNG

CARTER, EARL W.	14	T 258-4714
CLINE, EARL H.	8	T 258-4764

YOUNG CONT'D

~~CLINE, WALTER~~	~~17~~	~~T 258-4766~~
FOLKS, ALICE T.	19	T 258-4750
HARRINGTON, R. M. SR.	5	T 258-4735
HAUGHT, ALFRED C.	9	T 258-4773
MOUNTAIN STATES TELEPHONE	15	T 258-4751
PORTER, MARLIN	18	T 258-4720
REYNOLDS, R.	2	T 258-4755
TONTO NATIONAL FOREST	3	T 258-4700
TURNER, EVA	6	T 258-4788
VALLEY STORE	12	T 258-4701
YOUNG PUBLIC SCHOOL	10	T 258-4744
ZACHARIA, FRED	13	T 258-4770

PNX 11-4-68

AGUA CALIENTE

AGUA CALIENTE FARMS	1	T 683-2530
AGUA CALIENTE SPRINGS	3 PO	T 683-2507
SKOUSEN, K. K.	4	T 683-2539

APACHELAND

APACHELAND	1 PO	T 986-0420

AZTEC

AZTEC INTERCHANGE	5 PO	T 683-2598
BELL, HAROLD W. GARAGE	4 PO	T 683-2542
C & B GROWERS	3	T 683-2543
JOHNSON, HAROLD GARAGE	1 PO	T 683-2533

CANYON LAKE

NON PUB	1 PO	T 986-0200

CASTLE HOT SPRINGS (Ca H Sp)

CASA ROSA RANCH	4	T 684-8186
CASTLE HOT SPRINGS HOTEL INC	1	T 684-5426
YAVAPAI COUNTY	5	T 684-8140

CHRISTOPHER CREEK

NON PUB	1 PO	T 474-2338
NON PUB	2 PO	T 474-3463

FOR CHRISTOPHER CREEK LODGE & OTHER CHRISTOPHER CREEK LISTINGS -- REFER TO PAYSON INFORMATION.

CIRCLE CITY

ALTSHUL, PHILIP	25	T 684-8173
ASTOR, JACOB	32	T 684-8136
AXELROD, SADIE	36	T 684-8177
COHEN, MRS. NATHAN P.	24	T 684-8183
GETCHEFF, NICHOLAS	49	T 684-8179
GUTH, LOUIS	55	T 684-8192
KAMP GROUNDS OF AMERICA	46 PO	T 684-8185
KREIMAN, BARNETT	38	T 684-8184
KREVITSKY, LOUIS	12	T 684-8153
MALIN, ANDREW	37	T 684-8146
~~NATHAN, MRS. COHEN P.~~	~~24~~	~~T 684-8183~~
POLANSKY, A.	30	T 684-8196
POVAR, SANDER	48	T 684-8154
SUMNER, C. R.	45	T 684-8180
TUCKER, MRS. CLIFFORD	51	T 684-8123
WEISS, HELEN	22	T 684-8105
ZARETSKY, MORRIS	47	T 684-8100

TONTO VILLAGE

TONTO VILLAGE	8 PO	T 474-3525

WITTMANN

ACHOR, ROBERT L.	38	T 933-0030
ANDREGG, PERRY	33	T 933-0009
ARIZONA HIGHWAY DEPT	19	T 933-0033
BLANKENSHIP, G. L.	18	T 933-0095
BROKEN WHEEL THE	1 PO	T 583-0430
C & S TEXACO SERVICE	2 PO	T 583-0409
CARVER, CHARLES E.	30	T 933-1612
CROOKS, JESS	9	T 933-0032
DALE, O. BESSIE	24	T 933-1695
E BAR L GUEST RANCH	14	T 933-0004
GOLD TOWN CAFE	95 PO	T 933-0084
GOLD TOWN CAFE & TRADING POST	10	T 933-0091
HAIRGROVE, FRED L.	13	T 933-0010
HOLLAND, FRED D.	47	T 933-0071

WITTMANN CONT'D

HOUDE, W. D.	8	T 933-0055
LALONDE, ROBERT J.	22	T 933-1640
LAWSON, GEORGE A.	41	T 933-0011
LEE, A. R.	37	T 933-1635
MCCUTCHEON, MINNIE L.	23	T 933-0001
MCDONNELL, GRACE	20	T 933-0065
MEAD, GLEN H.	12	T 933-1639
NADABURG SCHOOL	6	T 583-0811
OASIS CAFE	44 PO	T 933-0092
OLOFF, GEORGE & ANNIE CAFE	7 PO	T 583-0414
PARKER, WAYNE D.	27	T 933-0096
PECK, W. G. SERVICE STATION	3 PO	T 583-0405
RADER, WILLIAM J.	11	T 583-0269
RANDOLPH, RALPH	29	T 933-0007
RUSSELL, WILLIAM S.	16	T 933-0014

CONTINUED NEXT PAGE

PINE

NON PUB -- PATTERSON'S SERV	1 PO	T 474-2763
NON PUB -- PONDEROSA MARKET	2 PO	T 474-2942
NON PUB -- STRAWBERRY LODGE	3 PO	T 474-2963

IF NF REFER TO PAYSON INFORMATION

RYE

BAR T BAR RANCH	3	T 474-3433
BROWN, HARRY J.	4	T 474-3477
CHILSON, FRED B.	2	T 474-3465
CHILSON, JOHN	5	T 474-3426
CLINE, KENNETH	6	T 474-3418
LEWIS RYE STATION	10 PO	T 474-3402

SAHUARO LAKE

NON PUB	2 PO	T 986-0001

SAHUARO LAKE NUMBERS -- REFER TO INFORMATION

SAND TANKS

SAND TANKS SERVICE STATION	1 PO	T 986-0170

SENTINEL

DESERT JUNGLE CURIOS	3 PO	T 683-2550
MCGANN TEXACO SERVICE STATION	2 PO	T 683-2518

SONOYTA, SONORA MEXICO

CAFE EXCELSIOR	2 PO	T 387-6187
CAFE TERMINAL	1 PO	T 387-6186
CUSTOM HOUSE	3 PO	T 387-6197
DRUG STORE	4 PO	T 387-6105

COLLECT CALLS FROM SONOYTA TO 903 AREA NOT ACCEPTED.

SPORTSLAND

BARTON, VIRGIL	3	T 583-0421
MEIXNER, GERALD	1	T 933-1629

TONOPAH

TONOPAH REALTY	REFER TO BUCKEYE INFORMATION

PNX 11-12-68

MORRISTOWN

CACTUS RANCH	14 PO	T 684-8133
CARPENTER, LEE	57	T 684-8168
CLAUSEN, EMMALINE	25	T 684-8156
DAVIS, THEREISA	4	T 684-8114
EVANS, IRENE A.	5	T 684-8116
GATES, OTIS	15	T 684-8197
HAMILTON, JACK	7	T 684-8118
HARDEE, JOHN J.	56	T 684-8143
HAYWARD, DAVID L.	11	T 684-8194
HODGSON, RAY	53	T 684-8128
LAMAR, C. H. MRS.	29	T 684-8159
LITTLE ARROW TRADING POST	8	T 684-8131
MABEN, JIMBOB	16	T 684-8137
MASON, WILLIAM E.	23	T 684-8141
MILLER, HANS	54	T 684-8115
MORRISTOWN GROCERY	1 PO	T 684-8111

MORRISTOWN CONT'D

PARKS, MRS. THOMAS	2	T 684-8112
PIONEER DESERT CABINS	6	T 684-8117
SMITH, BEN	14 PO	T 684-8133
WARD, HAROLD	55	T 684-8164
WILLIAMS, MRS. HILARY L.	53	T 684-8128

NAVAJO INN

NAVAJO	1 PO	T 689-2841

ORGAN PIPE CACTUS NATIONAL MONUMENT (ORG PC NAT M)

U S GOVT DEPT OF INTERIOR	1	T 387-6126
U S GOVT NATL PARK SERVICE	2 PO	T 387-6169
U S GOVT NATL PARK SERVICE	3 PO	T 387-6173

INACCURATE KEY PULSING AND EQUIPMENT DELAYS

INACCURATE KEY PULSING CAUSES ERRORS, WASTES EQUIPMENT AND OPERATOR TIME, ALSO CAUSES SLOW SERVICE TO THE CUSTOMER. DURING TIMES WHEN TRAFFIC IS HEAVY IT IS ESPECIALLY IMPORTANT TO KEY PULSE ACCURATELY.

ANYTIME YOU RECEIVE A REORDER, MARK THE "RO" BUBBLE, VERIFY THE CALLED NUMBER WITH YOUR PARTY, THEN PROCEED AS FOLLOWS:

TRY A SECOND AND IF NECESSARY A THIRD TIME (IF THE ONE ATTEMPT SIGNAL IS NOT FLASHING), IF YOU STILL RECEIVE A REORDER ON THE THIRD ATTEMPT, REACH THE INWARD OPERATOR FOR ASSISTANCE. IF YOU RECEIVE ANOTHER REORDER WHEN TRYING TO REACH INWARD, ASSUME AN NC CONDITION EXISTS, SAY TO THE CALLING PARTY, "THE CIRCUITS ARE BUSY, WILL YOU TRY LATER, PLEASE?"

IF YOU REACH A RECORDED ANNOUNCEMENT, LEAVE THE CONNECTION UP UNTIL YOUR PARTY CAN HEAR THE COMPLETE ANNOUNCEMENT, THEN PROCEED ACCORDINGLY.

4-2-71

14

OVERSEAS STUDY

EFFECTIVE MONDAY MARCH 29, 1971, 7:00 AM THROUGH SATURDAY APRIL 2, 1971, 7:00AM, RECORD THE NAME OF THE COUNTRY REQUESTED ON OVERSEAS CALLS.

THESE ARE CALLS THAT WILL BE CONNECTED TO AN OVERSEAS OPERATOR.

THE FOLLOWING NOTICE WILL BE POSTED ON EACH POSITION.

Record the CLD Pty on calls that are connected to an Overseas Opr

PER MR. MCMINDS

D. EDGAR

3-26-71

CREDIT CARD VALID RAO CHECK LIST

WE HAVE PLACED A LIST WITH ALL OF THE VALID RAO NUMBERS IN THE CARDEX. THIS REPLACES THE LIST YOU HAVE BEEN USING. YOU WILL FIND THIS LIST ON THE BACK OF THE PAGE SHOWING CREDIT CARD NUMBER CHECK INFORMATION. IF THE RAO IS NOT ON THIS LIST, PLEASE REFER THE CALL TO YOUR SERVICE ASSISTANT BEFORE REFUSING SERVICE.

REMEMBER WE ARE STILL REQUIRED TO MAKE ALL CHECKS ON CREDIT CARD NUMBERS.

3-18-71

EMERGENCY ENTERPRISE NUMBERS

THE NUMBER YOU ARE TO DIAL FOR ENTERPRISE 160 IS BEING ENTERED ON THE UNDERGLASS BULLETIN. THIS DOES NOT CHANGE THE TICKET ENTRIES.

3-12-71

NOTICE TO ALL TWX OPR'S.

EFFECTIVE IMMEDIATELY WE ARE CHANGING THE STRIPS ON THE FOLLOWING PINK HOTELS FROM A VERBAL QUOTE TO A REGULAR PINK HOTEL. THEY WILL THEN BE PICKED UP BY THE TWX OPR. AND THE FOLLOWING PRACTICE WILL BE FOLLOWED.

THEY WILL STILL BE QUOTED VERBALLY BUT DUE TO SPECIAL INSTRUCTIONS MUST BE QUOTED BY THE TWX OPR.

NORTH CENTRAL MOTOR HOTEL 264-4137
(AFTER 10:30 PM QUOTE TO 274-0012, THIS IS A CODE RECORDER)

TRAVELODGE TEMPE 966-7221
(DO NOT QUOTE FROM 11:00PM UNTIL 7:00AM)

IT IS VERY IMPORTANT THE ABOVE INSTRUCTIONS ARE FOLLOWED DUE TO A SERIOUS CUSTOMER COMPLAINT.

3-10-71

CUST. REQUESTS A REVERTING CODE OR TO BE CONNECTED WITH A PARTY ON HIS LINE

IF YOU RECEIVE A REQUEST FOR A REVERTING CODE, SECURE THE CALLING AND CALLED NUMBERS. ADVISE THE CUSTOMER YOU WILL REFER HIS REQUEST TO THE PROPER DEPARTMENT. FILL OUT A TROUBLE TICKET MARKING THE CALLING AND CALLED NUMBERS ALONG WITH THE "CUST NEEDS" AND "REVERTING CODE" BUBBLES, ALSO TELL THE CUSTOMER YOU WILL CONNECT HIM THIS TIME, THEN SAY, "WILL YOU HANG UP, PLEASE, WHILE I RING AND THEN PICK UP THE RECEIVER."

IF THE CUSTOMER ASKS YOU TO RING ANOTHER NUMBER ON HIS LINE, COMPLY WITH HIS REQUEST, SECURE THE CALLED NUMBER AND USE THE PHRASE ABOVE.

DIV. S SEC. 8
PAR. 1 & 2

3-1-71

COLLECT CALLS FROM SONOYTA, MEX. TO AREA 903

SINCE WE HAVE THE NEW "MARK SENSE CODES" ON SOME POINTS IN MEXICO, THERE SEEMS TO BE A *MISUNDERSTANDING ABOUT COLLECT CALLS PLACED FROM* SONOYTA, MEX. TO AREA 903. PLEASE LOOK CAREFULLY AT THE CARDEX PAGE BELOW, AND YOU WILL SEE ONLY THOSE POINTS MARKED "NOTE" ARE THE ONLY POINTS WHERE COLLECT CALLS FROM SONOYTA, MEX. ARE NOT ACCEPTED. THIS DOES NOT MEAN "MARK SENSE CODE" 903.

CALLED PLACE		NPA ROUTE Nos.	OPRS
MEXICO √9			
AGUA PRIETA SON (NOTE) ✓		1	903+ (BSB) 043+
CABORCA SON	OTHPL	1	099
CANANEA SON	OTHPL	1	098
CHIHUAHUA CHIH	M903-020	1	915+033
CIUDAD JUAREZ CHIH	OTHPL	1	915+039
CIUDAD OBREGON SON	M903-027	1	099
GUADALAJARA JAL	M903-051	2	180+36+6D 189+
GUAYMAS SON	M903-158	1	099
HERMOSILLO SON	M903-055	1	099
JUAREZ CHIH	M903-322	1	915+039
MAZATLAN SIN	M903-068	1	099
MEXICALI (NOTE) ✓		1	903+ 903+078+
MEXICO CITY	M903-070	2	180+7D 189+
MONTERREY NL	M903-074	1	199
NACO SON (NOTE) ✓		1	903+ BSB 043+
NOGALES SON	M903-172	1	097
PUERTO PENASCO SON	OTHPL	1	099
SAN LUIS RIO COLO SON (NOTE) ✓		1	903+ 078+121 YUMA
TIJUANA (NOTE) ✓		1	903+ 903+071+

NOTE: ✓ COLLECT CALLS FROM SONOYTA, MEX TO AREA 903 NOT ACCEPTED.

PNX 2-25-71 -26-

ALSO ON CALLS WHERE THERE IS A 6 DIGIT "MARK SENSE CODE" AND THEIR NUMBERS ARE 7D, YOU MUST MARK THE MARK SENSE CODE IN THE "TO NPA" AND "TO NNX" COLUMNS, (THIS IS FOR PROPER BILLING) AND THE 7D NUMBER MUST BE WRITTEN IN THE "TO NO." SPACE. SEE MEXICO CITY.

PER MRS. PATRICK

3-1-71

DESIGNATION STRIP CHANGES

WE ARE MAKING SOME CHANGES ON THE DESIGNATION STRIPS. WE ARE GOING TO BE USING FOUR COLORS, WHITE, YELLOW, ORANGE AND PINK.

1. ALL STRIPS FOR POINTS IN THE METRO AREA WILL BE WHITE.

2. ALL STRIPS FOR POINTS OUTSIDE THE METRO AREA WILL BE YELLOW, (AT PRESENT WE HAVE ONLY CAVE CREEK) WITH THE EXCEPTION OF THE CDO OFFICES.

3. ALL POINTS WILL BE ABBREVIATED WHENEVER POSSIBLE. MANY WILL HAVE A LETTER FOLLOWING THE ABBREVIATION, FOR EXAMPLE, MESA E OR TOLSN C, THIS LETTER IS JUST A CODE LETTER TO BE USED WHEN YOU ARE REPORTING TROUBLE VERBALLY.

4. PINK HOTELS WILL HAVE A PURPLE STRIPE TO INDICATE A "VERBAL QUOTE".

BY WAY OF A REMINDER:

CDO OFFICES WILL STILL BE ORANGE.

A RED LINE THRU ANY DESIGNATION STRIP WILL STILL INDICATE A PRE-PAY.
(IN THE CASE OF AGUILA AND HARQUAHALA VALLEY, WHICH ARE POST-PAYS, THE STRIP WILL CONTINUE TO BE ALL ORANGE.)

A GREEN LINE THRU ANY DESIGNATION STRIP WILL STILL INDICATE MEASURED SERVICE OR A HOTEL CALL THAT IS TO BE QUOTED VERBALLY.

ATTACHED IS A LIST OF ABBREVIATIONS WHICH WILL BE USED ON THE STRIPS, READ THEM OVER SO YOU WILL UNDERSTAND THE ABBREVIATION. THERE SHOULD BE NO NEED FOR YOU TO RECORD THESE ON YOUR TICKET, SO DO NOT TRY TO MEMORIZE THEM.

MRS. EMANUEL
2-5-71

ABBREVIATIONS AS SHOWN ON STRIPS

AGUA FRIA	AGUA F (583)
CHANDLER	CHAN (963)
DEER VALLEY	D VLY (582)
FORT MCDOWELL	FT MCD (837)
GLENDALE	GLEN (93)
GLENDALE GREENWAY	GLEN G (938)
GLENDALE MARYVALE	GLEN M (846)
GLENDALE MIDRIVER	GLEN MI (93)(97)
HIGLEY	HGLY (988)
LITCHFIELD PARK	LCHFD PK (935)
MESA	MESA (96) (83)
MESA EAST	MESA E (832)
MESA ESS	MESA ESS (834)
NORTH PHOENIX	N PNX (94)
NORTH PHOENIX CHOLLA	N PNX C (992)
NORTH PHOENIX SUNNYSLOPE	N PNX S (997)
NORTH PHOENIX MOON VALLEY	N PNX M (94) (99)
PARADISE VALLEY	PRDS V (585)
PHOENIX EAST	PNX EAST (26)(27)
PHOENIX MAIN	PNX MAIN (25)(26)(27)
PHOENIX NORTH	PNX NORTH (26)(27)
PHOENIX NORTHEAST	PNX NORTHEAST (95)
PHOENIX NORTH ESS	PNX NORTH ESS (26)
PHOENIX SOUTH	PNX SOUTH (26)(27)
PHOENIX WEST	PNX WEST (27) (25)
PHOENIX WEST MARYVALE	PNK WEST M (247)

CONT'D ON NEXT PAGE

ABBREVIATIONS CONT'D

SCOTTSDALE	SCODL (94)
SCOTTSDALE ARCADIA	SCODL A (959)
SCOTTSDALE CENTURY	SCODL C (996)
SCOTTSDALE THUNDERBIRD	SCODL T (948)
SUPERSTITION	SUPST (98)
SUPERSTITION EAST	SUPST E (982)
SUPERSTITION MAIN	SUPST M (986)
SUPERSTITION WEST	SUPST W (985)
TOLLESON	TOLSN (936)
TOLLESON COLD WATER	TOLSN C (932)
TOLLESON MARYVALE	TOLSN M (849)

CDO ABBREVIATIONS

AGUILA	AGUILA (685)
AJO	AJO (387)
BLACK CANYON	BLK CAN (374)
BUCKEYE	BUC (386)
CASA GRANDE	CS GD (836)
CAVE CREEK	CV CK (488)
CIRCLE CITY	CIR CTY (388)
COOLIDGE	COOL (723)
ELOY	ELOY (466)
FLORENCE	FLRC (868)
GILA BEND	G BD (683)
HARQUAHALA VALLEY	HARQ VLY (372)
MARICOPA	MCPA (568)
NEW RIVER	N RIV (465)
PAYSON	PSN (474)
PINE	PINE (476)
SACATON	SACA (552)
STANFIELD	STFD (424)
SUPERIOR	SUP (689)
WICKENBURG	WKBG (684)

2-5-71

HANDLING INFORMATION REQUESTS

EFFECTIVE IMMEDIATELY, THE PROGRAM DATED 1-22-71 HANDLING INFORMATION REQUESTS HAS BEEN CANCELLED.

WE WILL NOW HANDLE CALLS FOR INTERSERVICE ASSOCIATES, 956-6010, APPEARING ON THE NORTHEAST TRUNKS, AS WE DO FOR LELAND KENT.

ALSO STARTING TODAY, 1-26-71 AND UNTIL COMPLETED, WE WILL TAKE A TALLY COUNT ON ALL CALLS FROM INTERSERVICE ASSOCIATES AS WE DO ON LELAND KENT.

1-26-71

HANDLING INFORMATION REQUESTS

INTERSERVICE ASSOCIATES, 956-6010, APPEARING ON THE NORTHEAST TRUNKS, ARE REQUESTING OUR OPERATORS TO COMPLETE CALLS TO INFORMATION FOR THEM AS WE DO FOR LELAND KENT.

THEY ARE NOT AUTHORIZED FOR THIS SERVICE AS YET, SO UNLESS THE CALL IS ANNOUNCED AS BEING FROM LELAND KENT, WE SHOULD FOLLOW THE REGULAR PRACTICE OF TELLING THE CUSTOMER HOW TO DIAL INFORMATION DIRECT.

PLEASE DO NOT MENTION LELAND KENT TO THIS CUSTOMER, AND WHEN YOU ADVISE DDD USE A PLEASING TONE OF VOICE.

IF THIS CUSTOMER OBJECTS, REFER THE CALL TO THE S. A.

1-22-71

INTERSTATE RATE CHANGE

4

EFFECTIVE 12:01 AM 1-26-71 A CHANGE IN BOTH CUSTOMER DIALED AND OPERATOR HANDLED INTERSTATE (OUT OF STATE) RATES WILL GO INTO EFFECT.

PLEASE DO NOT QUOTE ANY RATES FROM MEMORY.

- THERE IS A SLIGHT CHANGE IN THE RATE STEP PAGES, SOME RATE STEPS HAVE BEEN COMBINED AND THE COIN RATES ARE NOW SHADED.

REMEMBER DO NOT QUOTE ANY RATES FROM MEMORY.

1-22-71

FEBRUARY STUDY- INVALID CREDIT CARD CUST. REQUESTS BILL TO 3RD NUMBER, SPECIAL TICKET ENTRIES.

BEGINNING FEB. 1, 1971 THRU FEB. 28, 1971, A SPECIAL CREDIT CARD VALIDITY CHECK STUDY WILL BE MADE ON THE 1971 BELL SYSTEM CREDIT CARD.

WHEN A CUSTOMER HAS GIVEN AN INVALID CREDIT CARD NUMBER AND AFTER QUESTIONING, THE CUSTOMER IS STILL UNABLE TO SUPPLY AN ACCEPTABLE CREDIT CARD NUMBER, THE OPERATOR WILL SUGGEST ALTERNATE BILLING ARRANGEMENTS, EITHER COLLECT OR PAID, BUT NEVER SUGGEST 3RD NUMBER BILLING. IF THE CALLING PARTY THEN VOLUNTEERS A THIRD NUMBER FOR BILLING SAY FOR EXAMPLE, "I WILL BE GLAD TO COMPLETE YOUR CALL AS SOON AS I SECURE ACCEPTANCE."

BEFORE ADVANCING THE CALL, MAKE AN ATTEMPT TO SECURE ACCEPTANCE ON A CALL ORIGINATING AT EITHER A COIN OR NON-COIN TELEPHONE.

IF YOU ENCOUNTER A DA OR REACH INTERCEPTING, SAY, FOR EXAMPLE, "I'M SORRY BUT I HAVE BEEN UNABLE TO SECURE ACCEPTANCE OF THE CHARGE AND WILL BE UNABLE TO ESTABLISH THE CONNECTION NOW. WOULD YOU PLACE THE CALL LATER WHEN SOMEONE WILL BE AVAILABLE AT THE THIRD TELEPHONE TO ACCEPT CHARGES."

For the month of Feb
~~ON FEB. 4, 5, 6, 7 AND 22, 23, 24~~ THE FOLLOWING INFORMATION MUST BE ENTERED ON ALL TICKETS, COMPLETED, CANCELED OR SCRATCH WHERE YOU HAVE ENCOUNTERED AN INVALID CREDIT CARD.

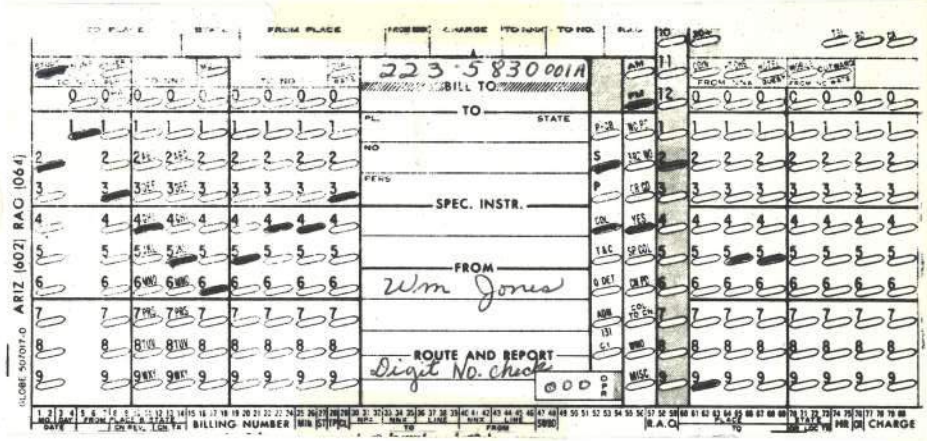
1. MARK THE "STUDY BUBBLE" ON ALL MARK SENSE TICKETS WHEN YOU DETECT THAT AN INVALID OR FRAUDULENT CREDIT CARD NUMBER HAS BEEN PASSED.
2. THE CALLING NNX(1ST NNX ON STRIP)
3. AM OR PM BUBBLE
4. CONNECT HOUR BUBBLE
5. COIN BUBBLE WHEN APPLICABLE
6. CREDIT CARD NUMBER(S) PASSED, DO NOT ERASE THE CREDIT CARD NUMBER EVEN IF THE BILLING INFORMATION IS CHANGED.
7. ENTER IN THE ROUTE AND REPORT SPACE ON THE FRONT OF THE TICKET HOW YOU DETERMINED THE CREDIT CARD WAS INVALID OR FRAUDULENT, (DIGIT NUMBER CHECK, POSTED NUMBER, INVALID RAO, OTHER)
8. ALSO IF THE CUSTOMER REQUEST BILL TO 3RD NUMBER AFTER YOU QUESTION AN INVALID CREDIT CARD NUMBER, YOU MUST ENTER IN THE ROUTE AND REPORT SPACE THE RESULTS, FOR EXAMPLE, IF THE CHARGES WERE ACCEPTED OR REFUSED BY THE 3RD NUMBER, OR IF THE 3RD NUMBER WAS DA, BY OR INTERCEPTED.

SEE TICKET SAMPLES ATTACHED.

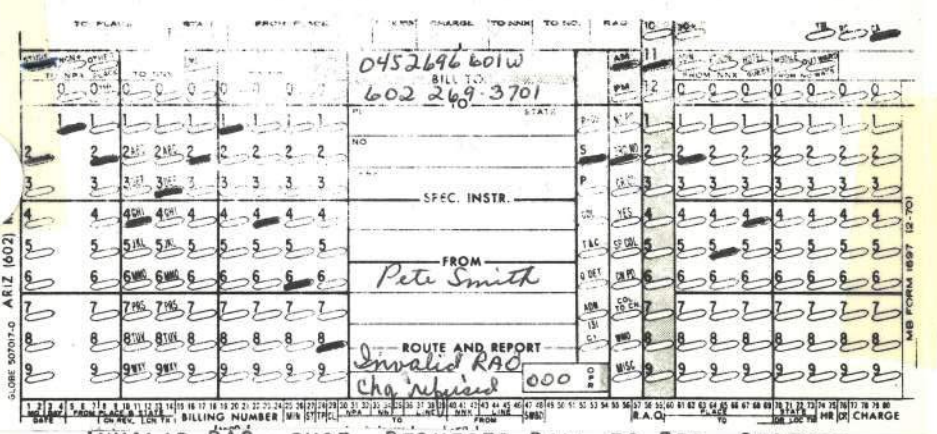
NOTE:

IT IS NO LONGER NECESSARY TO MARK A LINE THRU THE LETTER "Z" IN A CREDIT CARD NUMBER.

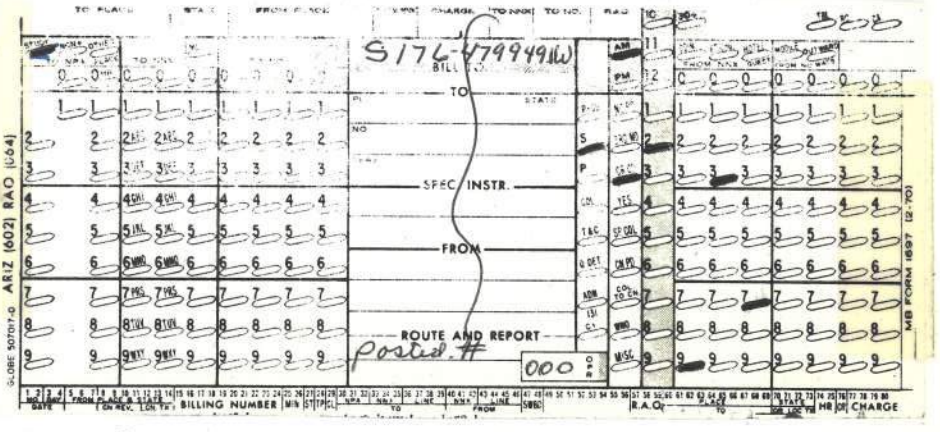
ANYTIME, AFTER YOU HAVE MADE ALL THE VALIDITY CHECKS AVAILABLE AT YOUR POSITION, YOU FEEL THERE MAY BE A QUESTION ON THE RAO CODE, REFER THE CALL TO YOUR S. A.



INVALID CREDIT CARD NUMBER, CALL MADE COL. COMP.



INVALID RAO, CUST. REQUESTS BILL TO 3RD, CHARGES REFUSED, CALL CA



FRAUDULENT CREDIT CARD PASSED, CLG HANGS UP. SCRATCH

SERVICE ASSISTANT PROGRAM- RAO CHECK

There is an additional validity check provided for use if the operator refers a credit card with a doubtful RAO code.

Ask the customer for either the name of the state or the area code in which the credit card was issued. Then determine if the RAO code of the given credit card number is valid for that state or area code.

The list of valid codes with their corresponding states will be kept at the S. A. desk.

If the RAO is valid for State or Area Code given, proceed in the usual way for handling a valid credit card.

If the RAO is not valid for State or Area Code given, proceed as when a customer has given an incorrect credit card number.

If the customer does not know in what state the the credit card was issued, obtain and enter the area code and telephone number of the place to which the call is to be billed on the second line of the " Bill to " space and establish the connection in the usual way.

If the customer does not know the area code

for the credit card, inform him that it is printed on the credit card. If he still cannot supply the area code, ask where the place in which the telephone to be billed is located. Enter the telephone number and place name on the second line of the " Bill to" space and establish the connection in the usual way.

1-13-71

RAO	NPA	STATE	RAO	NPA	STATE	RAO	NPA	STATE	RAO	NPA	STATE	RAO	NPA	STATE	RAO	NPA	STATE
001	617	MASS	041	215	PA	093	201	NJ	153	303	COLO	210	814	PA	252	805	CALIF
002	802	VT.	042	412	PA	094	201	NJ	154	406	MONT	211	814	PA	253		
003	207	ME	043	215	PA	095	517	MICH	155	801	UTAH	213	417	MO	254	209	CALIF
004	603	N H	044	305	LA	096	313	MICH	156	915	TEX	214	816	MO	255	805	CALIF
						097	312	ILL	157	417	MO	215	405	OKLA	256	209	CALIF
006	617	MASS	046	504	LA	098	312	ILL	158	415	CALIF	216	213	CALIF	258	213	CALIF
007	617	MASS	047	615	TENN				159	415	CALIF	217	817	TEX	259	219	IND
008	617	MASS	048	502	KY	101	609	NJ	160	916	CALIF	218	512	TEX	260	309	ILL
009	413	MASS	050	216	OHIO	102	505	NM	163	206	WASH	219	214	TEX	261	219	IND
010	302	DEL	051	318	LA	103	806	TEX	164	714	CALIF	220	915	TEX	262	704	NC
011	301	MD				105	713	TEX	166	707	CALIF	221	915	TEX	264		
012									167	415	CALIF	222	817	TEX	266	814	PA
			054	205	ALA	120	208	IDA				223	707	CALIF	267		
017	212	NY	056	904	FLA	126	612	MINN	176	702	NEV	224	517	MICH	269	717	PA
			057	419	OHIO	127	516	NY	177	314	MO	225	616	MICH	271	702	NEV
019	401	RI	059	601	MISS	128	509	WASH				226	517	MICH	274		
020	203	CONN							180	305	FLA	227	616	MICH			
021	212	NY	063	404	GA	131	503	ORE	181	213	CALIF	228	313	MICH	276	217	ILL
022	212	NY	064	602	ARIZ	133	701	ND	182	714	CALIF	229	213	CALIF	277	309	ILL
			066	213	CALIF	134	515	IOWA	183	213	CALIF	231	518	NY	278	618	ILL
024	518	NY	069	914	NY	137	307	WYO	184	213	CALIF	232	201	NJ	279	815	ILL
025	607	NY				138	605	SD	185	513	OHIO	233	916	CALIF	281	201	NJ
026	716	NY	072	212	NY	139	402	NEBR	187	901	TENN	234	312	ILL	282	201	NJ
027	717	PA	074	212	NY	140	316	KANS	189	803	SC	235	313	MICH	284	916	CALIF
028	717	PA	077	513	OHIO	141	918	OKLA				236	218	MINN	285		
029			079	614	OHIO	143	314	MO	196	312	ILL	237	308	NEBR	287	714	CALIF
030	412	PA	080	317	IND	144	816	MO				238			289	209	CALIF
			081	217	ILL	145	913	KANS	201	608	WIS	240			290	412	PA
032	202	DC	082	216	OHIO	146			202	715	WIS	242			293	408	CALIF
033	703	VA	083	313	MICH	147	501	ARK	203	309	ILL	243	216	OHIO	295	906	MICH
034	304	W VA	084	616	MICH	148	405	OKLA	204	618	ILL	244	614	OHIO	296	906	MICH
035	404	GA	086	312	ILL	149	214	TEX	206	312	ILL	245	616	ILL	297	216	OHIO
036	919	NC	087	815	ILL	150	817	TEX	207	215	PA	248	419	OHIO	299	304	W VA
			088	414	WIS	151	713	TEX	208	814	PA						
039	208	IDA	089	414	WIS	152	512	TEX	209	215	PA	250			303	315	NY

RAO	NPA	STATE	RAO	NPA	STATE	RAO	NPA	STATE	RAO	NPA	STATE	RAO	NPA	STATE	RAO	NPA	STATE
305	414	WIS	344	217	ILL	410	314	MO	462	808	HAWAII	536	803	SC	578		
306	914	NY	360	616	MICH	411	417	MO	463	808	HAWAII	537	213	CALIF	579		
307	814	PA	361			412	816	MO	464	808	HAWAII	538	714	CALIF	580		
308	316	KANS	362	313	MICH	413			465	808	HAWAII	539	805	CALIF	581		
309			364	201	NJ	414	913	KANS	466	808	HAWAII	540	209	CALIF	582	315	NY
310	507	MINN	366			415	316	MO	470	514	QUE	541	919	NC	583	914	NY
311	712	IOWA	367	814	PA	416	217	ILL	471	418	QUE	544	309	ILL	584		
312	319	IOWA				417			472	514	QUE	545	815	ILL			
313	904	FLA	372	602	ARIZ	418	815	ILL	473	613	ONT	546	217	ILL			
314	305	FLA	373	501	ARK	419	309	ILL	474	819	QUE	547	618	ILL			
315	813	FLA	374	714	CALIF	424	303	COLO	476	416	ONT	548	419	OHIO			
316	912	GA	375	303	COLO	425			477	705	ONT	549	216	OHIO			
317	606	KY	376	208	IDA	426	214	TEX	478	416	ONT	550	502	KY			
318	318	LA	377	208	IDA	427			479	819	QUE	551	703	VA			
319	704	NC	378			428			480	519	ONT	552	703	VA			
320	219	IND	379	505	NM	429	916	CALIF	481	807	ONT	553	415	CALIF			
321	812	IND	380	512	TEX	430			483			554					
323	702	NEV	381	713	TEX	431	702	NEV	484	519	ONT	555	916	CALIF			
324	703	VA	382	214	TEX	432	503	ORE	486	705	ONT	556	408	CALIF			
326	408	CALIF	383	801	UTAH	433	316	KANS	490	809	P R	560	614	OHIO			
327	805	CALIF	384	206	WASH	434	314	MO	492	907	ALASKA	561	216	OHIO			
328	414	WIS	385	918	OKLA	435	816	MO	493	604	B C	562	513	OHIO			
329	608	WIS	386	915	TEX	436	913	KANS				563	513	OHIO			
330	715	WIS	387	209	CALIF	437	501	ARK	505	418	QUE	564	419	OHIO			
331	919	NC	388	707	CALIF	450			524	216	OHIO	565	919	NC			
332			389	916	CALIF	451	506	N B	525	419	OHIO	566	205	ALA			
334	209	CALIF	390	503	ORE	452	402	N S	526	513	OHIO	567	404	GA			
335			391	509	WASH	453	403	N W T	527	614	OHIO	568	912	GA			
336			392	405	OKLA	454	403	ALTA	530	919	NC	569	803	SC			
338	215	PA	393	817	TEX	456	204	MAN	531	813	FLA	570	615	TENN			
339	918	OKLA	394	806	TEX	457	306	SASK	532	606	KY	571	901	TENN			
340	504	LA	395	915	TEX	458	709	NFLD	533	615	TENN	572	704	NC			
341	602	ARIZ	396	817	TEX	459	709	NFLD	534	716	NY	573	304	WV			
342			397	505	NM	461	808	HAWAII	535	402	NEBR	577					
343	617	TEX															

REDUCE TO 70%

CAVE CREEK EQUIPMENT CHANGE

CAVE CREEK IS NO LONGER A CDO OFFICE. COIN EQUIPMENT IS NOW "PRE-PAY", SO THERE WILL BE NO COIN TONE AS IN THE PAST. FIRST CHOICE FOR DIALING CAVE CREEK NUMBERS WILL BE TANDEM 2 FOR NON-COIN TELEPHONES. COIN TELEPHONES MUST BE DIALED OVER THE COIN JACKS LOCATED IN EACH OFFICE IN THE OUTGOING MULTIPLE. THESE OUTGOING TRUNKS ARE TO BE USE FOR COIN CALLS ONLY.

AT THE PRESENT TIME CAVE CREEK RECORDING TRUNKS APPEAR ONLY IN THE "C" OFFICE.

1-7-71

CHRISTMAS TRAFFIC (1970)

IN ORDER TO GIVE FASTER SERVICE AND ENABLE OPERATORS AND CUSTOMERS TO COMPLETE MORE CALLS, THE FOLLOWING SPECIAL PRACTICES WILL BE IN EFFECT FROM 5:00PM THURSDAY, DECEMBER 24TH, 1970 UNTIL 8:00AM MONDAY DECEMBER 28TH , 1970.

ANSWER SIGNALS CHRISTMAS EVE AND CHRISTMAS DAY BY SAYING, "MERRY CHRISTMAS, MAY I HELP YOU?"

1. DO NOT REACH 121 (INWARD OPR) UNLESS IT IS INCLUDED IN THE ROUTING INSTRUCTIONS.

2. WHEN YOU SECURE A ROUTE FROM THE R&R OPR GIVE IT TO THE CALLING PARTY, UNLESS IT IS TOO COMPLICATED.

3. DO NOT ASK THE CUSTOMER TO DEPOSIT COINS UNTIL YOU HAVE THE CALLED STATION OR CALLED PARTY READY TO TALK.

4. IT IS NOT NECESSARY TO COMPLETE ALL TICKET DETAILS ON A CANCELLED CALL.

5. RED OVERLINE OPERATION

A RED OVERLINE SIGNAL WILL BE PROVIDED FOR BOTH TANDEM 1 AND TANDEM 2. IT WILL BE NECESSARY TO OBSERVE WHICH TANDEM IS ON RED OVERLINE CONDITION WHEN BOTH SIGNALS ARE NOT FLASHING.

WHEN THE RED OVERLINE SIGNAL IS FLASHING, THE TANDEM CIRCUITS DESIGNATED WITH A RED LINE THROUGH THE MIDDLE ARE TO BE USED FOR ALL CALLS TO HARD TO REACH OUT OF STATE POINTS. THESE CIRCUITS HAVE BEEN ASSIGNED TO OUR OFFICE FOR COMPLETING OUTGOING CALLS WHEN THE LONG DISTANCE NETWORK IS SERIOUSLY OVERLOADED.

TO DETERMINE "HARD TO REACH" OR "EASY TO REACH" OUT OF STATE POINTS, REFER TO THE FIRST REFERENCE CIRCUIT ROUTING IN YOUR CARDEX. A RED LINE BETWEEN THE NPA AND TANDEM CIRCUIT NUMBER DENOTES "HARD TO REACH" POINTS. NO RED LINE DENOTES "EASY TO REACH" POINTS, AS FOR EXAMPLE:

THE TANDEM CIRCUIT NOT DESIGNATED WITH THE RED LINE ARE TO BE USED FOR ALL CALLS TO POINTS IN ARIZONA AND THE "EASY TO REACH" POINTS.

WHEN THE RED OVERLINE OPERATION IS IN EFFECT, USE ONLY THE CIRCUITS DESIGNATED WITH A RED LINE FOR HARD TO REACH OUT OF STATE POINTS. DO NOT USE ANY OTHER CIRCUITS FOR THESE CALLS. IF ALL CIRCUITS ARE BUSY, GIVE A NC REPORT.

THIS PRACTICE MUST BE FOLLOWED IN ORDER TO COMPLETE OUR CUSTOMER'S CALLS WITH A MINIMUM AMOUNT OF DELAY.

6. VISUAL NC

WHEN LOOKING FOR AN AVAILABLE CIRCUIT IN THE MULTIPLE - EXPECIALLY TANDEM CIRCUITS, IT IS ESSENTIAL THAT WE DO NOT WASTE TIME WAITING FOR A CIRCUIT TO BECOME AVAILABLE. AFTER SCANNING THE MULTIPLE ONCE FOR AN AVAILABLE CIRCUIT OR TANDEM - IF NONE IS AVAILABLE - GIVE A NC REPORT, SAYING, "I'M SORRY DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

7. SENDER DELAYS

AFTER YOU HAVE TAKEN UP A TANDEM CIRCUIT IF THE CORD SIGNAL DOES NOT LIGHT PROMPTLY, REMAIN CUT IN WATCHING CLOSELY FOR A SIGNAL FOR 5 SECONDS, IF NECESSARY. THEN RELEASE THE CIRCUIT AND IMMEDIATELY MAKE A SECOND ATTEMPT, USING ANOTHER CIRCUIT IF POSSIBLE. NEVER HOLD MORE THAN ONE CIRCUIT IN AN ATTEMPT TO SECURE A SENDER.

ON THE SECOND ATTEMPT, IF A CORD SIGNAL IS NOT RECEIVED AFTER 5 SECONDS, RELEASE THE CIRCUIT. SAY, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?" AND PROCEED ACCORDINGLY.

THE ABOVE PRACTICE APPLIES UNLESS THE ONE ATTEMPT SIBNALS ARE ON, IN WHICH CASE GIVE THE REPORT AFTER WAITING ONLY THE FIRST 5 SECONDS FOR A CORD SIGNAL.

IT IS VERY IMPORTANT THAT WE KEY PULSE ACCURATELY. EXTRA ATTEMPTS WASTE TIME AND CAUSE UNNECESSARY EQUIPMENT BUSIES.

8. 120 IPM SIGNALS (REORDERS)

UPON RECEIPT OF A 3RD REORDER GIVE THE REPORT, SAYING, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING I'M UMABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

THE EXCEPTION TO THE ABOVE PRACTICE IS WHEN THE ONE ATTEMPT SIGNALS ARE FLASHING OR

BURNING, IN THIS CASE MAKE ONE ATTEMPT ONLY. GIVE THE REPORT, SAYING, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

9. RECORDED ANNOUNCEMENT OR OPERATOR REPORTS NC HEAVY TRAFFIC

IF YOU HAVE KEY PULSED A NUMBER OR PASSED AN ORDER FOR A CIRCUIT, AND RECEIVE A RECORDED ANNOUNCEMENT OR REPORT OF HEAVY TRAFFIC, IMMEDIATELY RELEASE THE CIRCUIT, GIVE THE REPORT SAYING, "I'M SORRY, DUE TO HEAVY HOLIDAY CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

IF THE CALLING PARTY ASKS YOU TO TRY LATER, SAY FOR EXAMPLE, "ALL RIGHT, SIR. I'LL TRY AGAIN IN ABOUT 20 MINUTES. ENTER THE SUBSEQUENT ATTEMPT TIME ON THE FACE OF THE TICKET PRECEDED BY THE DELAY REPORT AND HOLD IT.

IF THE CALLING PARTY ASKS WHEN, OR HOW SOON HE SHOULD TRY HIS CALL AGAIN, SAY, "YOU MIGHT TRY AGAIN IN ABOUT 20 MINUTES."

10. TONE OF SERVICE

A GOOD TONE OF SERVICE IS VERY IMPORTANT, SINCE THE QUALITY OF SERVICE UNDER OVERLOAD CONDITIONS MAY NOT BE UP TO USUAL STANDARDS, AND MANY CUSTOMERS JUDGE THE SERVICE FROM THEIR EXPERIENCE UNDER THESE CONDITIONS, PARTICULAR ATTENTION SHOULD BE GIVEN TO OPERATOR CONCERN AND HELPFULNESS WHEN DEALING WITH CUSTOMERS. ACKNOWLEDGE CUSTOMERS' REQUESTS DISTINCTLY. BE SURE TO REFER ANY CRITICISMS TO THE SERVICE ASSISTANT.

11. RATES

REGULAR RATES WILL APPLY ON THURSDAY, CHRISTMAS EVE. HOLIDAY RATES WILL BE IN EFFECT CHRISTMAS DAY, FRIDAY, DECEMBER 25TH. THE SATURDAY AND SUNDAY RATES WILL BE AS USUAL ON DECEMBER 26TH AND 27TH.

MERRY CHRISTMAS

12-8-70

CALL BACK PROCEDURES- UNIVERSAL OPR.

THE OTC OPERATOR MUST ALWAYS LEAVE STANDARD SINGLE-DIGIT OD MULTI-DIGIT CALL NUMBERS REGARDLESS OF THE CALLED PLACE. HOWEVER SOME INDEPENDENT COMPANIES IN THE UNITED STATES, CANADA AND OVERSEAS LOCATIONS HAVE NOT AS YET CONVERTED TO THE NEW CALL BACK CALL PROCEDURES. THEREFORE IF WHEN ANSWERING A LW SIGNAL, YOU (THE OTC OPR.) RECEIVE A REQUEST FOR CALL BACK 6 OR 7 TYPE CALL, ACCEPT THESE CALLS WITHOUT QUESTION AS THE TTC OPR. DOES NOT HAVE THE ABILITY TO TICKET SUCH A CALL. RECORD A TICKET MARKING "P" AND "NCPD" OR "CR CD" OR "3RD NO." AND ESTABLISH THE CONNECTION.

GENERAL REMINDERS ON LEAVING WORD.

COLLECT CALLS (ORIGINATING FROM NON-COIN, COIN OR HOTEL) - NO CALL BACK NUMBER IS LEFT.

MOBILE CALLS (OUTWARD OPR. TICKETING THE CALL) STANDARD CALL BACK NUMBER IS LEFT.

MANUAL MOBILE CALLS (C OFC. ONLY) CALL BACK 501, 551 OR 561, AS APPROPRIATE, IS LEFT.

IN ADDITION, IF THE CALLED PARTY REPORTS READY ON A SINGLE-DIGIT CALL BACK NUMBER FROM A HOTEL, BE CERTAIN TO MARK THE "HOTEL" BUBBLE IN ADDITION TO OTHER NECESSARY MARKS.

TWX 3-17-70

G. C. BERNARD

12-18-70

OVERCOLLECTIONS

EFFECTIVE IMMEDIATELY PLEASE DO NOT ATTEMPT TO OBTAIN BILLING INFORMATION FOR UNDERCOLLECTIONS OF $2.00 OR LESS.

IF IN YOUR OPINION YOU FEEL THAT BILLING INFORMATION SHOULD BE OBTAINED, FOR EXAMPLE, YOU HAVE HAD THE CALL BEFORE AND THE PARTY HAD LEFT WITHOUT PAYING HIS OVERTIME, PLEASE REFER THE CALL TO YOUR SERVICE ASSISTANT.

DIV. A SEC. 10
I M 184

INCOMING MESSENGER SERVICE CHANGE

THERE HAS BEEN A CHANGE IN THE AMOUNT OF CHARGE FOR MESSENGER SERVICE YOU WILL QUOTE TO THE OTC OPERATOR BEFORE SENDING A WESTERN UNION TELEFAX.

YOU WILL NOW QUOTE "$3.00 + TAX" IF THE CALL IS FROM A COIN TELEPHONE, PLEASE REFER TO ROUTE & RATE FOR THE ACTUAL AMOUNT OF STATE TAX AND/OR CITY TAX, IF APPLICABLE, TO BE COLLECTED ON A MESSENGER CHARGE.

DIV G, SEC 14A
DIV G, SEC 14, OPP PG 1

12-1-70

T.O.P. CHANGES

SPECIAL BILLING NUMBERS

ON CALLS CHARGED TO A 10 DIGIT SPECIAL BILLING NUMBER IT IS NOT NECESSARY TO RECORD AN AREA CODE OR THE CLG PARTY'S NAME. ON A 7 DIGIT SPECIAL BILLING NUMBER AN AREA CODE IS REQUIRED BUT IT IS NOT NECESSARY TO RECORD THE CLG PARTY'S NAME. ALTHOUGH THE 3RD NUMBER BUBBLE IS MARKED THESE ARE STILL SPECIAL BILLING NUMBERS & THEREFORE HAVE SPECIAL HANDLING.

DIV A, SEC 12, OPP PG 1

RECORDING CALLING NUMBER

IF YOU HAVE FAILED TO SECURE THE CALLING NUMBER AND YOU HAVE NOT RELEASED THE RECORDING TRUNK, ATTEMPT TO RING BACK TO SECURE IT. IF YOU ARE UNABLE TO REACH THE CALLING TELEPHONE, MAKE EVERY REASONABLE EFFORT TO GET THE CALLING NUMBER FROM THE CALLED TELEPHONE. IF YOU ARE UNABLE TO SECURE THE CALLING NUMBER, ENTER "UN" IN THE "FROM" SPACE AND ENTER AN EXPLANATION ON THE BACK OF THE TICKET. FILE WITH THE COMPLETED CALLS.

DIV A, SEC 8, OPP PG 3

11-25-70

TROUBLE TICKET
(CUSTOMER NEEDS)

AT THE REQUEST OF THE DIAL OFFICE WILL YOU PLEASE MARK YOUR TROUBLE TICKET ACCORDING TO THE FOLLOWING:

INST - SHOULD BE MARKED WHENEVER THE CUSTOMER OR PBX OPERATOR SPECIFICALLY REQUESTS INSTRUCTIONS ON HOW TO USE HIS TELEPHONE ON LOCAL OR LONG DISTANCE CALLS OR WHEN THE OPERATOR FEELS THE CUSTOMER OR PBX OPERATOR NEEDS MORE INSTRUCTIONS THAN SHE CAN SUPPLY. IN GENERAL, THIS SHOULD APPLY WHEN THE CUSTOMER HAS SPECIALIZED SERVICE SUCH AS CENTREX, CALL DIRECTORS, WATS OR YOU WISH TO REFER A PBX OPERATOR FOR FAILURE TO ANNOUNCE A CALL TO YOU CORRECTLY, ETC. AN EXPLANATION MUST BE ENTERED ON THE REVERSE SIDE OF THE TICKET IN THE TROUBLE REPORT SPACE SO THAT THE "D" OFFICE WILL BE ABLE TO PROPERLY INSTRUCT THE CUSTOMER OR PBX OPERATOR. (IT IS OF NO VALUE IF AN EXPLANATION IS NOT ENTERED)

PERS DIR - IS THE ADDRESS BOOK WHICH LISTS AREA CODES AND HAS ROOM FOR ENTRIES OF NAMES, ADDRESSES AND NUMBERS (SOMETIMES REFERRED TO AS THE "BLUE BOOK"). IT DOES NOT MEAN A TELEPHONE DIRECTORY.

OPR PRIV - SHOULD BE MARKED WHENEVER A CUSTOMER STATES HE IS HANDICAPPED & NEEDS OPERATOR ASSISTANCE AND YOU FEEL THE "D" OFFICE MIGHT BE ABLE TO TRAIN HIM OR GIVE HIM PROPER INSTRUCTIONS ON OPERATOR PRIVILEDGE SERVICE. (MARK ONLY WHEN CUSTOMER HAS NOT STATED HE HAS OPR PRIV)

REV CODE - THIS IS MARKED ONLY WHEN THE CUSTOMER WANTS TO KNOW THE CODE OR SAYS HE WANTS TO KNOW HOW TO DO IT HIMSELF. BOTH CALLING AND CALLED NUMBERS ARE REQUIRED ON THIS REPORT.

OTHER - IS TO BE MARKED WHEN THE CUSTOMER WISHES SERVICE SUCH AS REQUEST TO HAVE SOMEONE VISIT SCHOOLS TO INSTRUCT IN CORRECT TELEPHONE USAGE, TO HAVE SOMEONE PRESENT A PROGRAM ON TELEPHONE COURTESY OR TO ARRANGE FOR A TOUR OF OUR BUILDING, OR WHEN A CUSTOMER PREFIXES HIS ORDER WITH "OPERATOR PRIVILEDGE" (ENTER EXPLANATION SUCH AS "CUST HAS OPR PRIV" SO "D" OFFICE MAY KEEP A RECORD OF HOW MANY REQUESTS WE GET) AN EXPLANATION MUST ALWAYS BE ENTERED ON THE BACK OF THE TKT WHEN "OTHER" IS MARKED.

REMEMBER IF INST OR OTHER IS MARKED ENTER A EXPLANATION ON THE BACK OF THE TICKET.

11-23-70

CDO HOTEL TIME & CHARGE RECORDING

CDO PINK HOTELS WHICH USED TO APPEAR ON THE PINK STRIPS WILL NO LONGER COME IN ON THESE DIRECT LINES. THEY WILL APPEAR ON THE REGULAR CDO TRUNKS. THEY ARE EQUIPPED WITH A RECORDING REQUESTING TIME AND CHARGE. THIS RECORDING WILL SAY, "TIME AND CHARGE, PLEASE - TIME AND CHARGE, PLEASE". FOLLOWING THIS RECORDING THE HOTEL GUEST WILL GIVE THE CALL DETAILS. THE HOTEL NUMBER WILL APPEAR ON THE CENTER OF THE DIAL ALONG WITH THE ROOM NUMBER SO THE CUSTOMER CAN FURNISH THE CALLING NUMBER.

RECORD THESE CALLS ON A PINK TICKET AND HANDLE AS ALL OTHER PINK HOTELS.

BECAUSE OF THE SHORTAGE OF EQUIPMENT THIS ARRANGEMENT WAS NECESSARY. ALTHOUGH THE CUSTOMER IS STILL PAYING THE SAME PRICE, SERIOUS COMPLAINTS CONCERNING POOR SERVICE ARE INCREASING.

REVISED PER D. EDGAR

11-9-70

SERVICE ASSISTANCE PROGRAMS

ASSISTANCE CALLS FROM TELEPHONE MAN

IF YOU RECEIVE A CALL FROM A TELEPHONE MAN ASKING YOU TO CHECK THE TONES ON A COIN TELEPHONE, ADVISE HIM YOU WILL DO SO BUT ONLY IF TRAFFIC PERMITS, OTHERWISE ADVISE HIM IT IS TOO BUSY TO DO SO NOW AND FOR HIM TO TRY AGAIN AT A LATER TIME.

REPORTING TROUBLE TO 151-161

WHEN AN OPERATOR REPORTS TO YOU SHE IS HAVING TROUBLE REACHING EITHER 151 OR 161, PLEASE RECORD THE TIME OF DAY, WHICH NUMBER SHE WAS TRYING TO REACH AND THE TROUBLE ENCOUNTERED. PLEASE GIVE THIS TO YOUR GCO SO SHE CAN PASS IT ON TO THE TRAINING DEPARTMENT FOR FOLLOW UP.

10-23-70

SEQUENCE CALLS

WHENEVER YOU RECEIVE A REQUEST FROM A CUSTOMER TO PLACE TWO OR MORE CALLS AT THE SAME TIME FROM THE SAME CALLING TELEPHONE, YOU SHOULD SUGGEST THAT THE CUSTOMER DIAL THEM HIMSELF ONE AFTER ANOTHER, IF THEY ARE DIALABLE, OR IF THE CALLS REQUIRE OPERATOR HANDLING, SUGGEST HE PLACE EACH AS A NEW CALL. OFFER THE EXPLANATION HE WILL RECEIVE FASTER SERVICE IF HE DOES SO. HOWEVER, IF THE CUSTOMER WISHES THEM COMPLETED ADVISE HIM YOU WILL CONNECT HIM WITH THE SEQUENCE OPERATOR. PLUG INTO THE JACK DESIGNATED OPR 41 TO REACH THE SEQUENCE OPERATOR AND CUT OUT.

DIV S, SEC 7

ASSISTANCE CALLS FROM A TELEPHONE INSTALLERS OR REPAIRMAN

IF YOU RECEIVE A REQUEST FROM A TELEPHONE MAN TO CHECK THE BELLS ON A GIVEN NUMBER OR CALL HIM BACK, ADVISE HIM YOU CANNOT DO THIS AND REQUEST HIM TO CALL THE TEST BOARD. IF HE WISHES TO CHECK COIN TONES AT A COIN STATION, CONNECT HIM WITH YOUR SA.

REPORTING TROUBLE

PLEASE REPORT ALL TROUBLE ENCOUNTERED - FULL INFORMATION ON HOW AND WHAT TO REPORT CAN BE FOUND ON YOUR UNDERGLASS BULLETIN. IF YOU HAVE TROUBLE REACHING 151 OR 161 PLEASE ADVISE YOUR SA.

10-23-70

ELECTION DAY, NOV. 7, 1972

ON ELECTION DAY, NOV. 7, 1972, THE TELEVISION AND PRESS NEWS AGENCIES ARE AGAIN PLANNING FOR THE RAPID ACCUMULATION OF NATIONWIDE ELECTION RESULTS. AS SOON AS POSSIBLE AFTER CLOSING OF THE POLLS, REPORTERS WILL CALL VOTING RESULTS TO REGIONAL COLLECTION POINTS AND TO TELEVISION NETWORK BUREAUS. PROMPT, ACCURATE HANDLING OF THESE CALLS IS ESSENTIAL TO THE TABULATION OF NATIONWIDE RESULTS.

AS THE POLLS CLOSE, REPORTERS ASSIGNED TO EACH POLLING LOCATION WILL OBTAIN VOTE RESULTS AND PASS THEM TO THEIR REGIONAL CENTER. THESE CALLS WILL BE PLACED ON A "COLLECT" BASIS.

THE FOLLOWING SPECIAL OPERATING PRACTICE WILL BE USED TO ASSURE PROMPT HANDLING OF COLLECT CALLS FROM POLLING LOCATIONS TO THE NES (NEWS ELECTION SERVICE) REGIONAL CENTERS. NES WILL INSTRUCT REPORTERS TO PLACE THEIR CALLS WITH THE PHRASE "NES ELECTION COLLECT TO (NUMBER)."

RECEIVING AND RECORDING CALL

THE CALL WILL NORMALLY BE RECEIVED AS "NES ELECTION COLLECT TO (NUMBER)".

PREPARE A COLLECT TICKET, SHOWING THE NORMAL CALLED AND CALLING DETAILS. IT WILL NOT BE NECESSARY TO SECURE THE CALLING PARTY'S NAME. ALSO, NO CHECKS AS TO THE CALLED NUMBER BEING A COIN TELEPHONE WILL BE MADE.

COMPLETING THE CALL

MAKE AN IMMEDIATE ATTEMPT TO COMPLETE THE CALL. IF YOU ENCOUNTER AN NC, NC ANNOUNCEMENTS OR STATION BUSY, CONTINUE TO MAKE ATTEMPTS.

RELEASE THE CONNECTION AND MAKE ANOTHER ATTEMPT IF THE STATION DOES NOT ANSWER AFTER RINGING FOR APPROXIMATELY ONE MINUTE.

THE STATION WILL ANSWER "NES - OK COLLECT".

THIS IS ACCEPTANCE OF THE CHARGE THEREFORE, MAKE NO ANNOUNCEMENT. MARK THE "YES" BUBBLE AND TIME THE CALL.

REGIONAL TELEPHONE INFORMATION CENTER

REVISED 10-19-70

STARTING NOV. 23, 1970, REGIONAL TELEPHONE INFORMATION CENTERS WILL BE ESTABLISHED FOR CUSTOMER INQUIRIES ABOUT INFORMATION CONCERNING THE COMPANY'S NEW FINANCE PLAN.

A SINGLE WATS NUMBER 800+888+1212 WILL BE USED FOR ALL CALLS. PLEASE ADVISE THE CUSTOMER "YOU MAY REACH THE CENTER AT NO CHARGE BY DIALING AREA CODE 800 888-1212." IF THE CUSTOMER REQUESTS YOU TO DIAL, DO SO, BUT NO VERIFICATION OF BUSIES (BY) WILL BE MADE. ON THESE CALLS ONLY, YOU WILL RECEIVE A REORDER (120IPM) ON BUSY LINE CONDITIONS. TREAT EVERY 120 IPM SIGNAL ENCOUNTERED AS A BUSY, MAKE ONE ADDITIONAL ATTEMPT AND GIVE A BUSY REPORT. DO NOT ROUTE CALLS TO THE NATIONAL WATS ROUTE & ASSISTANCE OPERATOR. IF A DELAY IS ENCOUNTERED (CUSTOMER OR OPERATOR), SAY FOR EXAMPLE, "THERE IS HEAVY CALLING TO THAT NUMBER, PLEASE TRY YOUR CALL AGAIN LATER."

THE CENTERS WILL BE OPEN.. FROM 8AM TO 5PM PACIFIC TIME, MON THRU FRI. FROM 5PM TO 8AM AND ON WEEKENDS A RECORDED ANNOUNCEMENT WILL ADVISE THE CUSTOMER TO CALL AGAIN THE NEXT BUSINESS DAY.

THE ABOVE INFORMATION WILL ALSO BE ON FEATURE CARDS ON YOUR POSITION.

LETTER PER ROGEL

REVISED PER TWX G. C. BERNARD

10-20-70

IF THE CALLED STATION ANSWERS WITHOUT ACCEPTING THE CHARGE, PROCEED TO ANNOUNCE THE CALL AND SECURE ACCEPTANCE.

ON SATURDAY, OCT 31, 1970, NES (NEWS ELECTION SERVICE) WILL CONDUCT A TRIAL OF THEIR ENTIRE PROCEDURE. A NUMBER OF COLLECT CALLS WILL BE MADE DURING THE DAY TO SIMULATE THE REPORTING OF RESULTS. THE SPECIAL OPERATING PRACTICES WILL NOT APPLY TO THESE CALLS.

OCT. 13, 1970

'V 3RD ELECTION RESULTS CALLING

CALLS RECEIVED "NES ELECTION COLLECT TO (NUMBER)"

PREPARE REGULAR COLLECT TICKET BUT:

DO NOT CHECK FOR COIN

DO NOT OBTAIN CALLING CUSTOMER NAME

CALLED TELEPHONE WILL ANSWER:

"NES OK COLLECT"

MARK "YES" BUBBLE--DO NOT ANNOUNCE COLLECT

IF NC OR STATION BUSY MAKE SUBSEQUENT ATTEMPTS UNTIL CALL IS COMPLETED. IF CALLED STATION DOESN'T ANSWER "NES OK COLLECT" ANNOUNCE COLLECT AND SECURE ACCEPTANCE.

A.T.&T. REGIONAL TELEPHONE INFORMATION CENTER
OPEN 8 A.M. TO 5 P.M., MONDAY THROUGH FRIDAY

INWARD WATS NUMBER - NO CHARGE

800+888+1212

1. CUSTOMER INQUIRIES ABOUT THE TELEPHONE INFORMATION CENTER: SAY, FOR EXAMPLE, "YOU MAY REACH THE CENTER AT NO CHARGE BY DIALING AREA CODE 800-888-1212." IF THE CUSTOMER DOES NOT HANG UP IMMEDIATELY, OFFER TO TRY THE CALL.

2. ON THESE CALLS ONLY A 120 IPM (REORDER) INDICATES A BUSY CONDITION. MAKE 1 ADDITIONAL ATTEMPT AND GIVE A BY REPORT.

3. IF DELAY IS ENCOUNTERED (CUSTOMER OR OPERATOR); SAY, FOR EXAMPLE, "THERE IS HEAVY CALLING TO THAT NUMBER, PLEASE TRY YOUR CALL AGAIN LATER."

4. NO ATTEMPTS SHOULD BE MADE TO THE INWARD WATS NATIONAL ROUTE & ASSISTANCE CENTER.

5. BY VERIFICATION IS NOT AVAILABLE.

10-20-70

MOBILE CALLS

WE HAVE RECEIVED COMPLAINTS FROM CUSTOMERS PLACING CALLS TO RADIOTELEPHONES, BECAUSE THEY SAY THE OPERATORS ARE AT A COMPLETE LOSS AS TO HOW PROCEED WITH THEIR CALLS.

THERE ARE SEVERAL TYPES CLASSED AS RADIO-TELEPHONES (MOBILE) CALLS. THEY CAN BE ON A SHIP, IN AN AUTOMOBILE, AIRPLANE OR ON A TRAIN.

THE PRIMARY PROBLEM IS ORIENTING OPERATORS TO RECOGNIZE THAT RADITELEPHONE (PARTICULARLY AIRPLANE) CONNECTIONS ARE POSSIBLE.

IF YOUR CUSTOMER REQUESTS A NUMBER WITH THE FOLLOWING TYPES OF PREFIX HE IS CALLING A MOBILE OPERATOR.

FOR EXAMPLE: YJ, YK, JK, QA ARE SOME OF THE URBAN CHANNEL NUMBERS.

ZA, ZL, ZM, ZY ARE SOME OF THE HIGHWAY NUMBERS.

QM & QX ARE AIR TO GROUND (AIRPLANE) NUMBERS.

IF YOU RECEIVE THE ABOVE TYPE OF CALL AND YOU ARE IN DOUBT OF HOW IT SHOULD BE HANDLED, PLEASE REFER THE CALL TO YOUR SA.

DIV M
LETTER PER BERNARD

OCT 7, 1970

Do Not Rem 14 17

CALLS CHARGED TO A THIRD TELEPHONE

EFFECTIVE IMMEDIALTELY ON ALL CALLS CHARGED TO A 3RD NUMBER THE OPERATOR WILL MAKE AN ATTEMPT TO SECURE THE BILLING AREA CODE.

WHEN RECORDING THE 3RD TELEPHONE INFORMATION YOU WILL MARK THE 3RD NO DESIGNATION AND ENTER THE 3RD NUMBER OR THE SPECIAL BILLING NUMBER ON THE TOP LINE OF THE BILL TO SPACE. IF THE CALLING PARTY GIVES THE AREA CODE FOR THE 3RD NUMBER TELEPHONE OR A 7 OR 10 DIGIT SPECIAL BILLING NUMBER, ENTER IT ON THE SAME LINE. HOWEVER, IF THE CALLING PARTY GIVES A PLACE NAME, ASK FOR THE AREA CODE AND RECORD IT IF PROVIDED. RECORD THE PLACE NAME ONLY IF THE CUSTOMER IS UNABLE TO SUPPLY THE AREA CODE. IF THE CALLING PARTY GIVES NEITHER, ASK FOR THE AREA CODE UNLESS YOU KNOW THAT THE 3RD NUMBER OR 7 DIGIT SPECIAL BILLING NUMBER IS WITHIN YOUR HOME AREA AND IN EITHER CASE, ENTER IT. ALSO YOU WILL ENTER THE NAME OF THE PERSON REQUESTING THE TRANSFER ON ALL 3RDNUMBER CALLS, NOW. IF THE PERSON REQUESTING THE TRANSFER IS THE CALLING PARTY, SECURE AND ENTER HIS NAME IN THE FROM SPACE; IF HE IS THE CALLED PARTY, ENTER "REQ BY CLD PTY, (CLD PTY)" IN THE SPACE FOR REPORTS.

ACKNOWLEDGE THE REQUEST, SAYING, FOR EXAMPLE, "THANK YOU, I'LL CONNECT YOU AND THEN CHECK THE NUMBER" OR "I'LL SEE IF THEY WILL PAY FOR THE CALL". UNLESS ALREADY KNOWN, ASK FOR EXAMPLE, "IS THERE SOMEONE AVAILABLE AT THAT NUMBER TO ACCEPT CHARGES?"

Recording Mobile Calls

You can mark both the calling & called numbers on calls terminating at an IMTS unit in his home city. If the call terminates at an IMTS unit roaming in another location or at a manual mobile unit mark "Other Place" and the area code of the called city. Write the called place name in the "To Pl" space, and the ten digit number in the "TO NO" space, or the seven digit manual mobile number followed by the point of registry (if applicable).

You will still continue to enter "Mobile" in the SPEC INST space on any call going thru a mobile operator. You are not required to mark the MISC bubble.

Div S, Sec 16, opp pg 2,
Rule 3c (1)
9-1-70

EMERGENCY CALLS

Effective immediately on emergency calls such as a fire, accident, etc., from a coin telephone for which there is a charge and the calling party indicates that he is not prepared to make a deposit, establish the connection without delay. Try to obtain the calling party's name and/or address as on any emergency call and enter them with an explanation on the ticket. Mark the "over or under" designation, the elapsed minutes and the zeros in the charge columns and file the ticket with the completed calls.

Div A, Sec 23, rule 4.01(j)

8-25-70

TOLL SERVICE ON INTERZONE CALLS

Effective at 12:01 AM, August 24, 1970, Collect, Special Collect, Credit Card and Person to person calls, including person call back, will be accepted on interzone calls from both flat and coin telephones.

The following special charges will be made for the service:

Person - Including person call back, collect, third number and credit card --$.30

Station- Collect, special collect, third number and credit card --------- $.20

The charges will be shown with other interzone rate information on the switchboard bulletin. (See sample attached)

It will not be necessary to mention these charges to the cust. when the call is placed. If T&C is requested, add the special charge to the charge for the minutes talked, and quote the total amount. If the call is from a coin telephone, add the special charge to the regular charge for the initial period, and ask the cust. to deposit the total amount.

When T&C is required and on calls from coin telephones, enter the number of MU's on the back of the ticket in the regular way and add "+ (amount of special charge)". Mark the total amount quoted or collected in the charge columns.

Be sure the MU bubble is marked on the front of the ticket. See samples of various types of MU calls attached.

Per letter Rogel 7-22-70

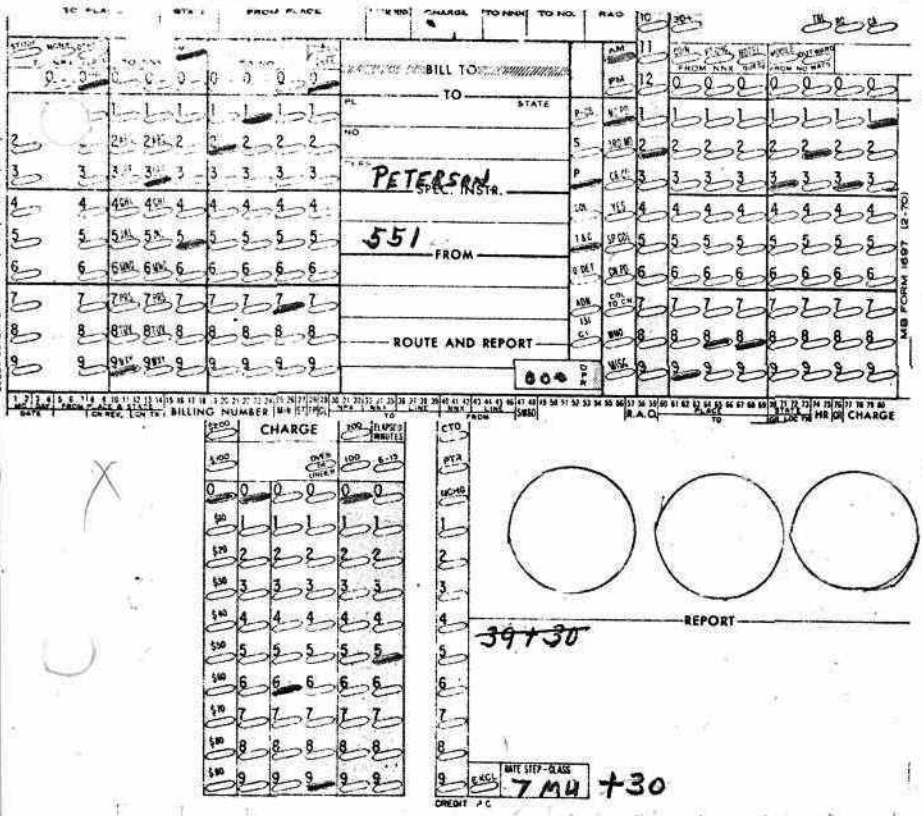
INITIAL PERIOD IN MESSAGE UNITS	MESSAGE UNITS											
	5 Mins	6 Mins	7 Mins	8 Mins	9 Mins	10 Mins	11 Mins	12 Mins	13 Mins	14 Mins	15 Mins	16 Mins
3	3	4	4	5	5	6	6	7	7	8	8	9
4	4	5	5	6	6	7	7	8	8	9	9	10
5	5	6	6	7	7	8	8	9	9	10	10	11
6	6	7	7	8	8	9	9	10	10	11	11	12
7	7	8	8	9	9	10	10	11	11	12	12	13

Where the resulting amount is a fraction of a cent, the charge should be raised to the next higher cost—except on pay stations—use the next lowest 5c figure

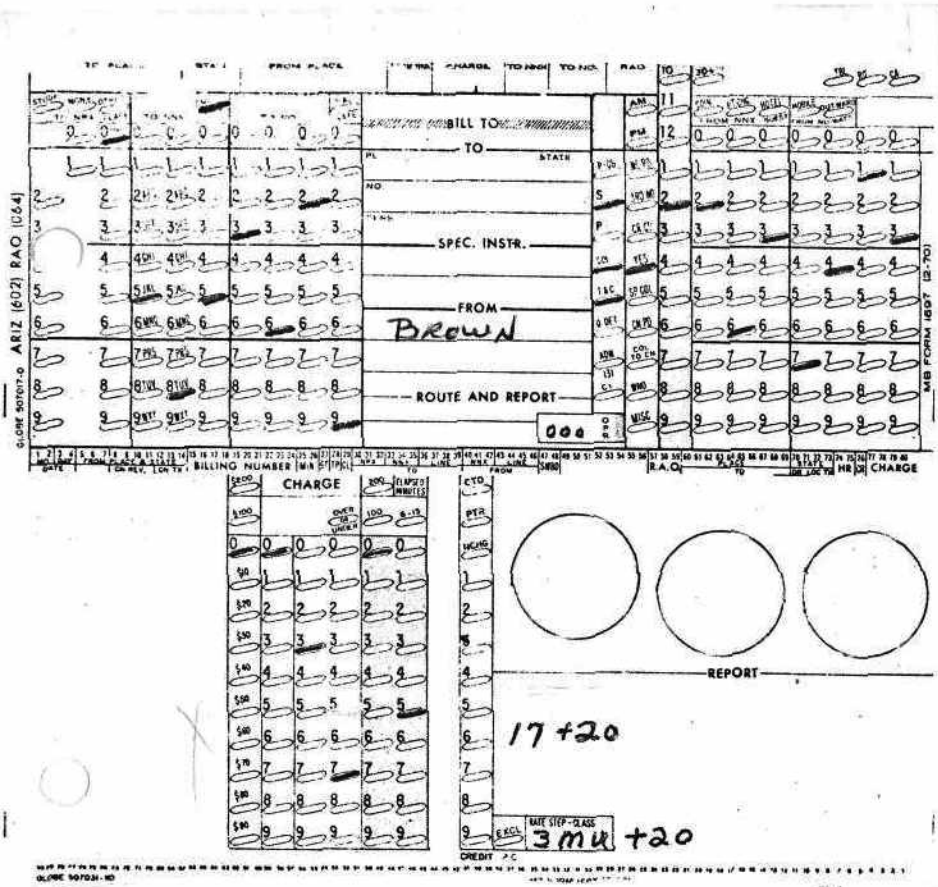
SPEC STATION - 20 MESSAGE UNIT CHARGES PERSON -30

MU	AMT	MU	AMT	MU	AMT	MU	AMT	MU	AMT	MU	AMT
1	$ .05½	6	$ .33	11	$ .60½	16	$ .88	21	$1.15½	26	$1.43
2	.11	7	.38½	12	.66	17	.93½	22	1.21	27	1.48½
3	.16½	8	.44	13	.71½	18	.99	23	1.26½	28	1.54
4	.22	9	.49½	14	.77	19	1.04½	24	1.32	29	1.59½
5	.27½	10	.55	15	.82½	20	1.10	25	1.37½	30	1.65

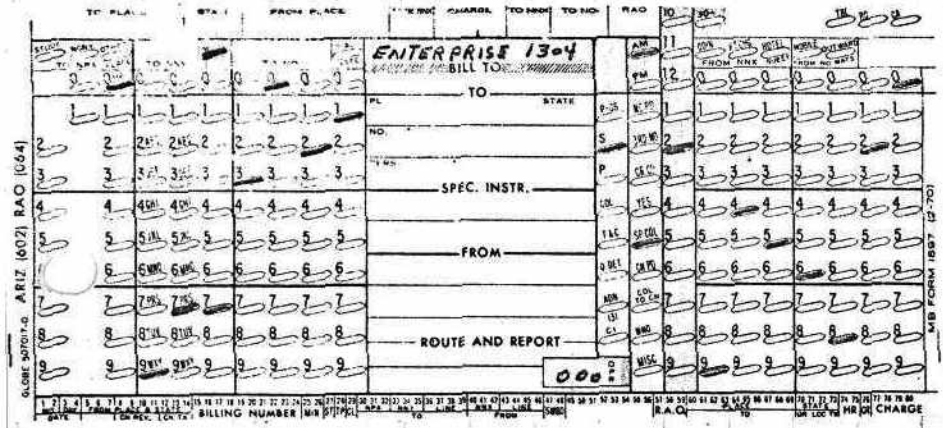
Sample of the Underglass Bulletin showing the special station and person charges added to the MU charge.



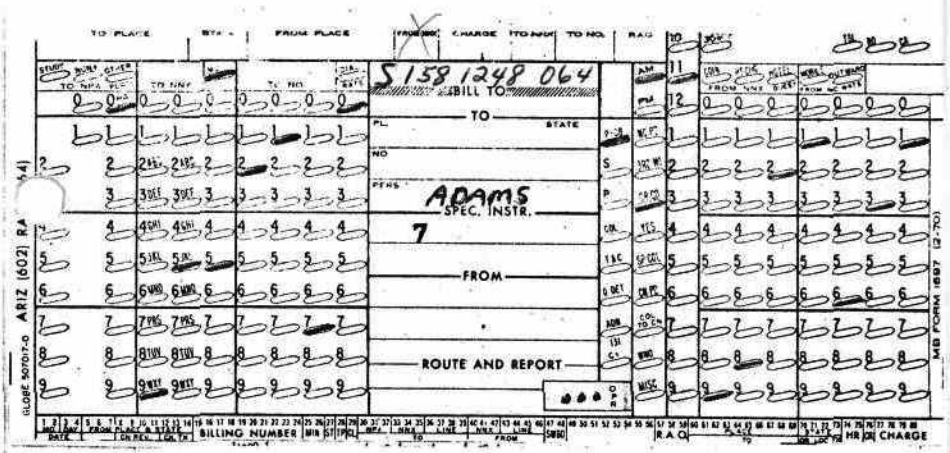
Call Back 551 - MU



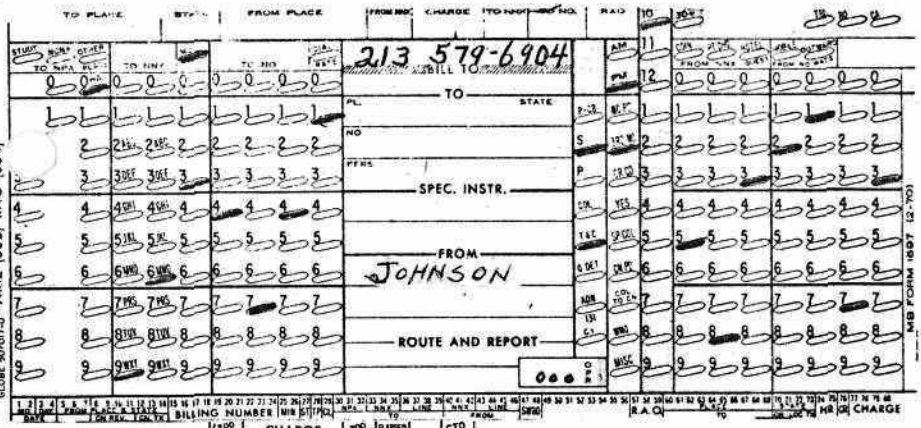
Col Sta MU - T&C quoted

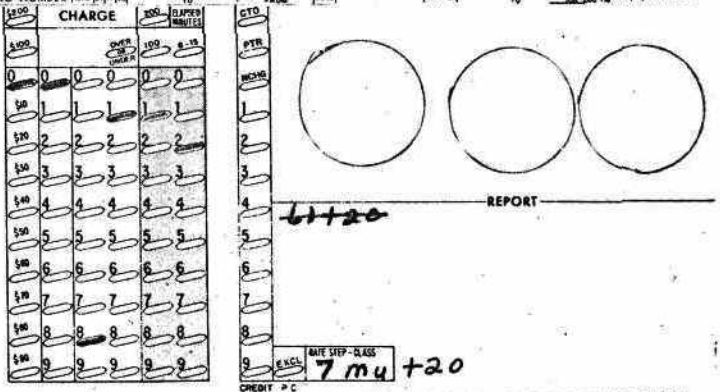


Special Col - MU

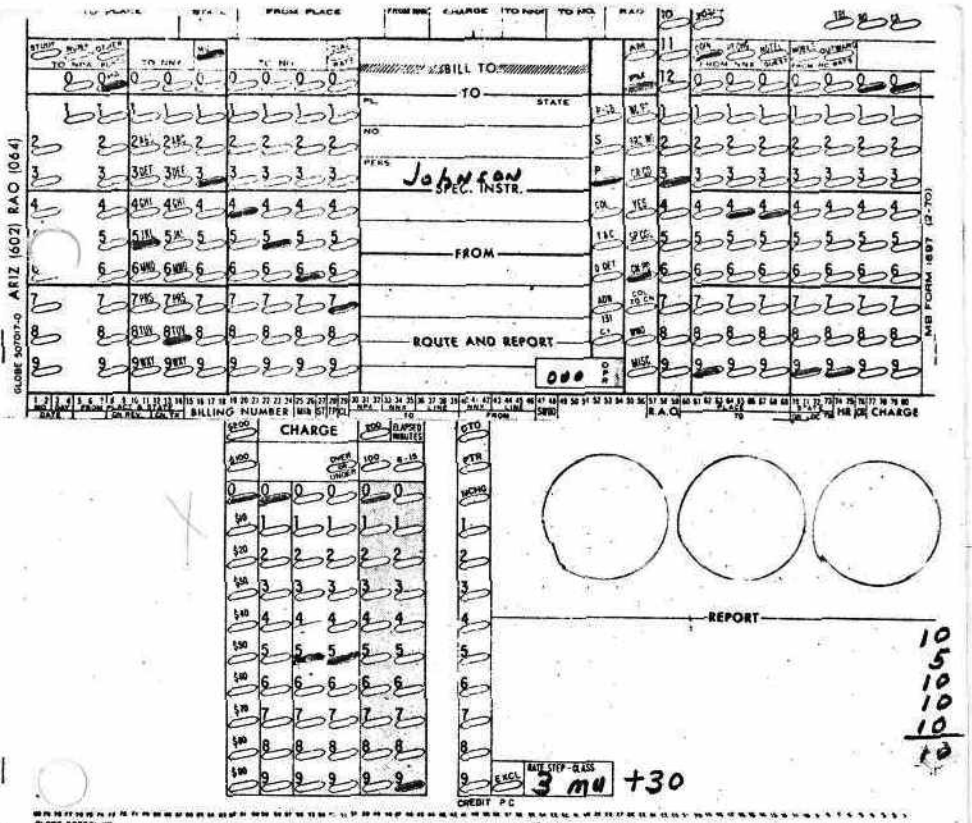


CB 7 - MU

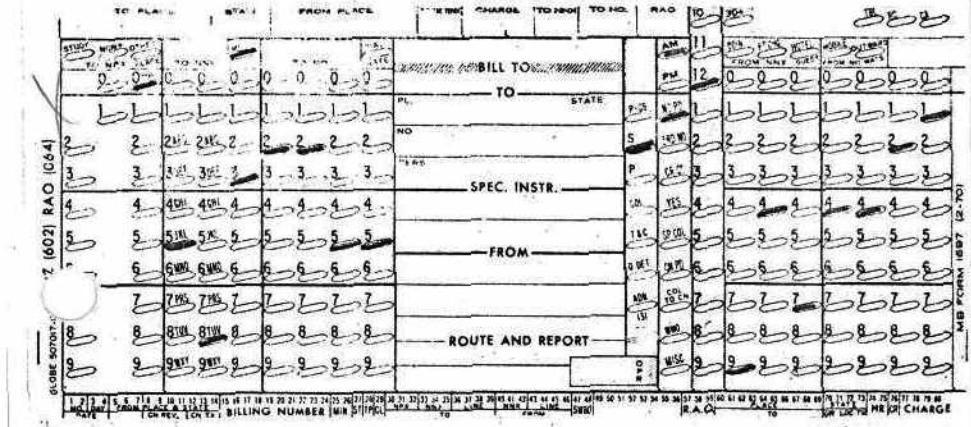




Station MU - Bill to 3rd number - T&C quoted



MU Coin Paid - Per - overtime collected



MU - CI - Cust requests opr to dial MU & Sta bubbles MUST be marked.

CALLING PARTY REQUESTS "TRY OR CHECK A NUMBER" OR "VERIFY A BUSY."

OFFER TO MAKE AN ATTEMPT BY SAYING, "I'LL BE GLAD TO TRY THE NUMBER FOR YOU." MAKE AN ATTEMPT IN A METRO TOLL SWITCHING TRUNK. GIVE THE REPORT BASED ON THE CONDITION ENCOUNTERED BY SAYING, FOR EXAMPLE, "THE LINE IS BUSY, WILL YOU TRY LATER, PLEASE."

IF HE DOESN'T ACCEPT OR IS DISSATISFIED WITH THE REPORT OR IF HE NOW STATES IT IS AN EMERGENCY - SAY, "I WILL VERIFY THE NUMBER FOR YOU AND VERIFY WITHOUT ARGUMENT.

CALLING PARTY REQUESTS A NUMBER FOR AN EMERGENCY

ACCEPT THE CUSTOMER'S STATEMENT OF EMERGENCY WITHOUT QUESTION. ASK, "SHOULD I TRY TO INTERRUPT CONVERSATION?" IF HE SAYS YES - OBTAIN THE CALLING PARTY'S NAME AND NUMBER. REACH THE CALLED NUMBER ON A NUMBER TEST TRUNK AND SAY, FOR EXAMPLE, "I BEG YOUR PARDON, I HAVE AN EMERGENCY CALL FOR (CLD. #) FROM MR. (CLG. PTY.). WILL YOU ACCEPT THE CALL?" RECORD AN EMER. TICKET.

NOTE: IF THE CALLING PARTY IS UNABLE TO FURNISH THE CALLING NUMBER OR NAME OR IS TOO UPSET TO GIVE THIS INFORMATION - - - - PROCEED WITH THE CALL IMMEDIATELY!

IF THE CALLING PARTY DOES NOT WANT CONVERSATION INTERRUPTED, SAY, FOR EXAMPLE, "I'LL TRY TO REACH THE NUMBER." MAKE AN ATTEMPT ON A METRO TOLL SWITCHING TRUNK. GIVE THE REPORT BASED ON THE CONDITION ENCOUNTERED.

DON'T FORGET TO REPORT ALL TROUBLE ENCOUNTERED.

NEW CDO'S

TWO NEW CDO'S WILL CUT JUNE 7, 1970. ONE WILL BE TONTO CREEK WITH NNX 478. IT WILL SERVE THE PRESENT TOLL STATIONS OF TONTO VILLAGE, KOHL'S RANCH AND CHRISTOPHER CREEK. TONTO CREEK WILL APPEAR IN "A" OFFICE AND THE PRE COIN SERIES WILL BE 478-99--.

THE OTHER ONE WILL BE PINE WITH NNX 476, THIS WILL APPEAR IN "E" OFFICE AND TRANSFER TO "C" OFFICE DURING THE NIGHT HOURS. PINE WILL SERVE PINE CUSTOMERS PRESENTLY A TOLL STATION. THE PRE COIN SERIES WILL BE 476-99--.

THE EMERGENCY NUMBERS WILL BE THE SAME AS PAYSON. JAKE'S CORNER AND RYE, NOW TOLL STATIONS WILL BECOME PAYSON NUMBERS. PAYSON DIRECTORY ASSISTANCE WILL SERVE ALL. RATES WILL BE THE SAME AS PAYSON AND WILL BE ENTERED IN THE CARDEX AS SOON AS POSSIBLE.

OLD AND NEW NUMBERS LISTS WILL BE FURNISHED EACH OFFICE.

NEW UNDERGLASS BULLETINS WILL BE SUPPLIED AS SOON AS POSSIBLE.

6-1-70

CDO HOTEL TIME & CHARGE RECORDING

Certain CDO hotels are equipped with a recording requesting time and charge. This recording will say "Hotel time and charge, please - Hotel time and charge, please." This recording is followed by the hotel guest giving the call details.

Proceed as on a Pink Hotel call with the additional request for the calling number.

5-1-70

per W. Harper

MOTHER'S DAY 1970

The following practice shall be in effect May 9, 5pm thru May 11, 8am.

When a no circuit report is given for any of the following conditions use the phrase, "I'm sorry the circuits are busy, will you try later, please?"

1. RED OVERLINE SIGNAL TANDEM 1 AND TANDEM 2.

Hard to reach points X Easy to reach points

Red overline flashing---
- A - Check cardex 1st reference.
- B --Cld area code KP on red tandem
- C - Cld area code X KP on regular tandem.
- D - Cld place in Arizona KP on regular tandem.

2. VISUAL NC.

After scanning the multiple once for a tandem, if none are available give an NC report.

3. SENDER DELAYS

The sender signal is the light associated with the cord pair. If a sender signal does not light promptly after 5 seconds, release and use another circuit and make a 2nd attempt. If you do not receive a sender after 5 seconds give an NC report.

4. 120 IPM REORDERS

After the 3rd RO give an NC report. DO NOT attempt to reach 121.

When the one attempt signal is flashing make one attempt only on the above conditions and give an NC report.

REMINDER

1. DO NOT reach 121 unless it is included in the routing.

2. When you secure a route from a Route and Rate operator give it to the clg.party.

3. Do not ask the customer to deposit coins until you have the cld station or pty ready to talk.

4. It is not necessary to complete all ticket details on a concel call.

Regular Sunday rates apply.

Use regular practice when red overline is not flashing.

5-1-70

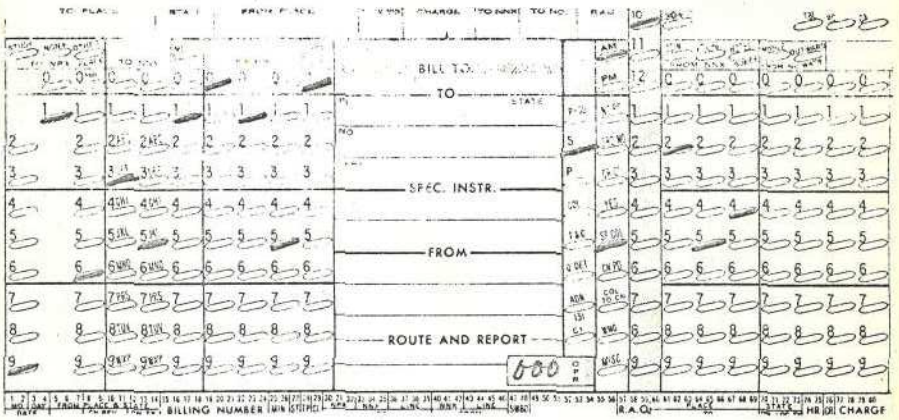
A T & T SPECIAL BOND INFORMATION CENTER

Shareholders of AT&T stock are being instructed to direct inquires regarding the 1970 AT&T Financing Offer to a Special Bond Information Center. The subscribers have been advised to reach the operator and she will establish the connection to the number posted on her position. Proceed as on a Special Collect call.

Mark SP COL
origination NNX
complete called number

AT&T SPECIAL BOND INFORMATION CENTER

916 351-0150



per letter Bernard
4-2-70

"Calls for "AT&T Special Bond Information Center" connect customer Special Collect to

916 351-0150

EASTER 1970

The following practice shall be in effect all day Easter Sunday, March 29, 1970.

When a no circuit report is given for any of the following conditions use the phrase,"I'm sorry the circuits are busy, will you try later, please?"

RED OVERLINE SIGNAL TANDEM 1 AND TANDEM 2

—Hard to reach points X Easy to reach points

Red overline flashing--

A - Check cardex 1st reference.
B - Cld area code — KP on red tandem.
C - Cld area code X KP on regular tandem.
D - Cld place in Arizona KP on regular tandem.

Red overline not flashing -- use regular practice.

VISUAL NC

After scanning the multiple once for a tandem, if none are available give an NC report.

SENDER DELAYS

The sender signal is the light associated with the cord pair. If a sender signal does not light promptly after 5 seconds, release and use another circuit and make a 2nd attempt. If you do not receive a sender after 5 seconds give an NC report.

120 IPM Reorders

After the 3rd RO give an NC report. DO NOT attempt to reach 121.

When the One Attempt signal is flashing make one attempt only on the above conditions and give an NC report.

Do not reach 121 unless it is included in the routing.

When you secure a route from the Route and Rate opr give it to the clg party.

Do not ask the customer to deposit coins until you have the cld station or pty ready to talk.

It is not necessary to complete all ticket details on a cancel call.

Regular Sunday rates apply.

3-24-70

SINGLE DIGIT PHRASE CHANGE

The single digit leave word term "call back 6 or call back 7"has been changed to "call back operator 6 or call back operator 7".

This should eliminate the confusion caused our subscribers who assumed the call back 6 was referring to the time of day.

"Please have Mr. Jones call 602 261-6631 and tell the operator it is a call back operator 6".

3-23-70

per W. Harper

REVIEW
METROPAC

METROPOLITAN PREFERRED AREA CALLING SERVICE METROPAC IS AN OPTIONAL SERVICE / AVAILABLE IN CERTAIN SPECIFIED EXCHANGES IN OUR AREA. SUBSCRIBERS HAVING THIS SERVICE PAY A SPECIFIED MONTHLY RATE AND ARE ENTITLED TO MAKE DIRECT DIALED CALLS TO OTHER SPECIFIED EXCHANGES WITHOUT AN ADDITIONAL CHARGE.

PLEASE REFER ALL CUSTOMERS WITH QUESTIONS REGARDING METROPAC TO THEIR SERVICE REPRESENTATIVES AT THE BUSINESS OFFICE.

REMEMBER - WHEN A CUSTOMER PLACES A CALL THRU THE OPERATOR, THIS CALL WILL BE BILLED AS A REGULAR TOLL CALL.

ALL QUESTIONS FROM SUBSCRIBERS REGARDING THE RADIUS OF THEIR CALLING AREA SHOULD BE REFERRED TO THE BUSINESS OFFICE.

3-13-70

REVISION ON CALL BACK FROM NON-DIALABLE POINT

When requested to leave word on a person call from a non-dialable point (toll station or mobile), leave a multi-digit call back number.

561 - Hotel

551 - T & C

501 - All other charge types

per letter 3-12-70

G. C. Bernard

do not rush

4

CREDIT CARDS

AFTER FEBRUARY 1, IF A CUSTOMER GIVES A CREDIT CARD NUMBER WHICH IS CORRECT FOR THE PREVIOUS YEAR, SAY FOR EXAMPLE, "MAY I HAVE YOUR (CURRENT YEAR) CREDIT CARD NUMBER, PLEASE?" IF HE SAYS THAT HE HAS NOT YET RECEIVED HIS NEW CARD, OR DOES NOT HAVE IT WITH HIM, AND HIS EXPLANATION SEEMS REASONABLE, SAY THAT YOU WILL ACCEPT LAST YEAR'S NUMBER THIS TIME.

1. OBTAIN THE TELEPHONE NUMBER AND AREA CODE OR PLACE NAME AND ENTER THIS INFORMATION ON THE SECOND LINE OF THE "BILL TO" SPACE.

2. SUGGEST THAT HE CONSULT THE BUSINESS OFFICE FOR A NEW CARD IF THIS SEEMS APPROPRIATE.

DIV. A, SEC. 15
PARA 3.03 (B)
1-30-70

INTERSTATE RATE CHANGE

EFFECTIVE 2-1-70

OPERATOR HANDLED STATION AND PERSON CALLS HAS TWO RATE PERIODS.

MON THRU FRI	8A - 5P	DAY RATE
	5P - 8A	EVENING RATE
SAT, SUN & HOLIDAYS	ALL HOURS	EVENING RATE

ON PERSON CALLS THE DAY & EVENING RATES ARE THE SAME FOR THE INITIAL PERIOD. THE DIFFERENCE IS IN THE CHARGE FOR THE ADDITIONAL MINUTES.

CUSTOMER DIALED CALLS HAS FOUR RATE PERIODS.

MON THRU FRI	8A-5P	DAY RATE
	5P-11P	EVENING RATE
	11P-8A	NIGHT
SAT.	8A-11P	WEEKEND RATE
	11P-8A	NIGHT RATE
SUN.	8A-5P	WEEKEND RATE
	5P-11P	EVENING RATE
	11P-8A	NIGHT RATE
HOLIDAYS	8A-11P	EVENING RATE
	11P-8A	NIGHT RATE

REMEMBER

1. PLEASE CHECK THE MULTILEAF FOR RATE STEP, AS CHANGES HAVE BEEN MADE.
2. INTRASTATE RATES ARE NOT EFFECTED.

1-29-70

REQUEST FOR A RATE

WHEN A REQUEST IS RECEIVED FOR A RATE, ASK "WHAT RATE DO YOU WISH?"

1 - QUOTE THE OPERATOR HANDLED RATE SAYING, "THE RATE NOW IN EFFECT IS (RATE) FOR THE FIRST (INITIAL PERIOD)" IF A LOWER DIAL RATE IS ALSO IN EFFECT, ADD "A LOWER DIAL RATE APPLIES IF YOU DIAL THE CALL." IF THE DIAL RATE IS THE SAME AS OPERATOR HANDLED RATE DO NOT USE THE DIAL RATE PHRASE.

2 - IF A REQUEST IS RECEIVED FOR A RATE OTHER THAN THE RATE IN EFFECT, QUOTE THE RATE FOR THE PERIOD REQUESTED. IF A DIAL RATE APPLIES USE THE PHRASE "A LOWER DIAL RATE APPLIES IF YOU DIAL THE CALL."

3 - IF A CUSTOMER REQUESTS A DIAL RATE, QUOTE THE DIAL RATE IN EFFECT. IF THERE IS NO DIAL RATE IN EFFECT, ADVISE THE CUSTOMER. THE DIAL RATE DOES NOT APPLY ON INTRASTATE CALLS.

A REMINDER --- QUOTE THE RATES ADDING THE PHRASE "PLUS TAX".

DIV A, SEC 24

1-19-70

LELAND KENT

WHEN SUPERVISION IS RECEIVED FROM THE LELAND KENT OPERATOR, PLEASE RELEASE BOTH CORDS IMMEDIATELY.

DO NOT HOLD HER LINE FOR ANOTHER ORDER TO BE PASSED.

1-8-70

METROPAC

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12-22-69

CHRISTMAS TRAFFIC (1969)

IN ORDER TO GIVE FASTER SERVICE AND ENABLE OPERATORS AND CUSTOMERS TO COMPLETE MORE CALLS, THE FOLLOWING SPECIAL PRACTICES WILL BE IN EFFECT FROM 5:00 PM WEDNESDAY, DECEMBER 24TH, 1969 UNTIL 7:00 AM FRIDAY, DECEMBER 26TH, 1969.

ANSWER SIGNALS BY SAYING, "MERRY CHRISTMAS, MAY I HELP YOU?"

1. DO NOT REACH 121 (INWARD OPERATOR) UNLESS IT IS INCLUDED IN THE ROUTING INSTRUCTIONS.

2. WHEN YOU SECURE A ROUTE FROM THE ROUTE OPERATOR, GIVE IT TO THE CALLING PARTY, UNLESS IT IS TOO COMPLICATED.

3. DO NOT ASK THE CUSTOMER TO DEPOSIT COINS UNTIL YOU HAVE THE CALLED STATION OR CALLED PARTY READY TO TALK.

4. IT IS NOT NECESSARY TO COMPLETE ALL TICKET DETAILS ON A CANCELLED CALL.

5. RED OVERLINE OPERATION

A RED OVERLINE SIGNAL WILL BE PROVIDED FOR BOTH TANDEM 1 AND TANDEM 2. IT WILL BE NECESSARY TO OBSERVE WHICH TANDEM IS ON RED OVERLINE CONDITION WHEN BOTH SIGNALS ARE NOT FLASHING.

WHEN THE RED OVERLINE SIGNAL IS FLASHING, THE TANDEM CIRCUITS DESIGNATED WITH A RED LINE THROUGH THE MIDDLE ARE TO BE USED FOR ALL CALLS TO HARD TO REACH OUT OF STATE POINTS. THESE CIRCUITS HAVE BEEN ASSISGNED TO OUR OFFICE FOR COMPLETING OUTGOING CALLS WHEN THE LONG DISTANCE NETWORK IS SERIOUSLY OVERLOADED.

TO DETERMINE "HARD TO REACH" OR "EASY TO REACH" OUT OF STATE POINTS, REFER TO THE FIRST REFERENCE CIRCUIT ROUTING IN YOUR CARDEX. A RED LINE BETWEEN THE NPA AND TANDEM CIRCUIT NUMBER DENOTES "HARD TO REACH" POINTS. A "X" DENOTES "EASY TO REACH" POINTS, AS FOR EXAMPLE:

— "HARD TO REACH"
X "EASY TO REACH"

THE TANDEM CIRCUIT NOT DESIGNATED WITH THE RED LINE ARE TO BE USED FOR ALL CALLS TO POINTS IN ARIZONA AND THE "EASY TO REACH" POINTS.

WHEN THE RED OVERLINE OPERATION IS IN EFFECT, USE ONLY THE CIRCUITS DESIGNATED WITH RED LINE FOR HARD TO REACH OUT OF STATE POINTS. DO NOT USE ANY OTHER CIRCUITS FOR THESE CALLS. IF ALL CIRCUITS ARE BUSY, GIVE A NC REPORT.

THIS PRACTICE MUST BE FOLLOWED IN ORDER TO COMPLETE OUR CUSTOMER'S CALLS WITH A MINIMUM AMOUNT OF DELAY.

6. VISUAL NC

WHEN LOOKING FOR AN AVAILABLE CIRCUIT IN THE MULTIPLE - ESPECIALLY TANDEM CIRCUITS, IT IS ESSENTIAL THAT WE DO NOT WASTE TIME WAITING FOR A CIRCUIT TO BECOME AVAILABLE. AFTER SCANNING THE MULTIPLE ONCE FOR AN AVAILABLE CIRCUIT OR TANDEM - IF NONE IS AVAILABLE - GIVE A NC REPORT, SAYING, "I'M SORRY DUE TO HEAVY CHRISTMAS CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

7. SENDER DELAYS

AFTER YOU HAVE TAKEN UP A TANDEM CIRCUIT IF THE SENDER SIGNAL DOES NOT LIGHT PROMPTLY, REMAIN CUT IN WATCHING CLOSELY FOR A SIGNAL FOR 5 SECONDS, IF NECESSARY. THEN RELEASE THE CIRCUIT AND IMMEDIALTELY MAKE A SECOND ATTEMPT, USING ANOTHER CIRCUIT IF POSSIBLE. NEVER HOLD MORE THAN ONE CIRCUIT IN AN ATTEMPT TO SECURE A SENDER.

ON THE SECOND ATTEMPT, IF A SENDER SIGNAL IS NOT RECEIVED AFTER 5 SECONDS, RELEASE THE CIRCUIT. SAY, "I'M SORRY, DUE TO HEAVY CHRISTMAS CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?" AND PROCEED ACCORDINGLY.

THE SENDER SIGNAL IS THE SIGNAL ASSOCIATED WITH THE CORD PAIR - NOT THE AMBER LIGHT ASSOCIATED WITH THE KEY SET.

THE ABOVE PRACTICE APPLIES UNLESS THE ONE ATTEMPT SIGNALS ARE ON, IN WHICH CASE GIVE THE REPORT AFTER WAITING ONLY THE FIRST 5 SECONDS FOR A SENDER SIGNAL.

IT IS VERY IMPORTANT THAT WE KEY PULSE ACCURATELY. EXTRA ATTEMPTS WASTE TIME AND CAUSE UNNECESSARY EQUIPMENT BUSIES.

8. 120 IPM SIGNALS (REORDERS)

UPON RECEIPT OF A 3RD REORDER GIVE THE REPORT, SAYING, "I'M SORRY, DUE TO HEAVY CHRISTMAS CALLING I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?" (DO NOT ATTEMPT TO REACH 121).

THE EXCEPTION TO THE ABOVE PRACTICE IS WHEN ONE ATTEMPT SIGNALS ARE FLASHING OR BURNING. IN THIS CASE MAKE ONE ATTEMPT ONLY. GIVE THE REPORT, SAYING, "I'M SORRY, DUE TO HEAVY CHRISTMAS CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

9. RECORDED ANNOUNCEMENT OR OPERATOR REPORTS NC HEAVY TRAFFIC

IF YOU HAVE KEY PULSED A NUMBER OR PASSED AN ORDER FOR CIRCUIT, AND RECEIVE A RECORDED ANNOUNCEMENT OR REPORT OF HEAVY TRAFFIC, IMMEDIATELY RELEASE THE CIRCUIT, GIVE THE REPORT SAYING, "I'M SORRY, DUE TO HEAVY CHRISTMAS CALLING, I'M UNABLE TO COMPLETE YOUR CALL AT THIS TIME. WILL YOU TRY LATER, PLEASE?"

IF THE CALLING PARTY ASKS YOU TO TRY LATER, SAY FOR EXAMPLE, "ALL RIGHT, SIR. I'LL TRY AGAIN IN ABOUT 20 MINUTES. ENTER THE SUBSEQUENT ATTEMPT TIME ON THE FACE OF THE TICKET PRECEDED BY THE DELAY REPORT AND HOLD IT.

IF THE CALLING PARTY ASKS WHEN, OR HOW SOON HE SHOULD TRY HIS CALL AGAIN, SAY, "YOU MIGHT TRY AGAIN IN ABOUT 20 MINUTES."

10. TONE OF SERVICE

A GOOD TONE OF SERVICE IS VERY IMPORTANT, SINCE THE QUALITY OF SERVICE UNDER OVERLOAD CONDITIONS MAY NOT BE UP TO THE USUAL STANDARDS, AND MANY CUSTOMERS JUDGE THE SERVICE FROM THEIR EXPERIENCE UNDER THESE CONDITIONS, IT IS EXTREMELY IMPORTANT THAT WE BE ESPECIALLY ATTENTIVE TO THE TONE OF SERVICE. ACKNOWLEDGE CUSTOMERS' REQUESTS DISTINCTLY. BE SURE TO REFER ANY CRITICISMS TO THE SERVICE ASSISTANT.

11. RATES

REGULAR RATES WILL APPLY ON WEDNESDAY, CHRISTMAS EVE. HOLIDAY RATES WILL BE IN EFFECT CHRISTMAS DAY, THURSDAY, DECEMBER 25TH.

MERRY CHRISTMAS

12-12-69

ARIZONA DIRECTORY ASSISTANCE

PHOENIX IS THE CENTER FOR ALL ARIZONA DIRECTORY ASSISTANCE.

USE THE ARIZONA DIRECTORY ASSISTANCE TRUNKS TO SECURE ARIZONA TELEPHONE NUMBERS.

WHEN THE ARIZONA DIRECTORY ASSISTANCE TRUNKS ARE BUSY CHECK THE CODE FOR DIRECTORY ASSISTANCE AT THE CALLED EXCHANGE AND KEY PULSE THE OPERATOR CODE PLUS 131 ON TANDEM.

DO NOT KEY PULSE THE OPERATOR CODE PLUS 131 IF THERE IS AN AVAILABLE TRUNK TO ARIZONA DIRECTORY ASSISTANCE. THIS IS AN OPERATING IRREGULARITY.

12-15-69

BUSINESS OFFICE CALLS

CUSTOMER COMPLAINTS HAVE BEEN RECEIVED OF THE METHOD USED WHEN THE CUSTOMER REQUESTS THE BUSINESS OFFICE. WHEN YOU RECEIVE A REQUEST FOR THE BUSINESS OFFICE BE GUIDED BY THE FOLLOWING:

DURING BUSINESS HOURS 8:30A-5:00PM MONDAY THROUGH FRIDAY:
ADVISE THE CUSTOMER OF THE CORRECT NUMBER FOR THE BUSINESS OFFICE, SAY FOR EXAMPLE, "THE NUMBER IS (NUMBER). DO YOU WISH TO DIAL THE CALL (PAUSE) OR WOULD YOU LIKE ME TO CONNECT YOU?"

AFTER BUSINESS HOURS:
ADVISE THE CUSTOMER THAT "OUR" BUSINESS OFFICE HOURS ARE 8:30A-5:00P, "WOULD IT BE CONVENIENT FOR YOU TO CALL THEN?" BE GUIDED BY HIS REPLY, EITHER DISMISS HIM OR CONNECT HIM WITH CUSTOMER SERVICE. IF THE CUSTOMER DOES NOT WANT TO BE CONNECTED TO CUSTOMER SERVICE, BUT WISHES THE BUSINESS OFFICE TO RETURN HIS CALL, ASK THE CUSTOMER WHEN HE WISHES TO BE CALLED. RECORD A MEMO TICKET, MARK THE CALLING NUMBER, ENTER THE CALLING PARTY'S NAME AND ADDRESS AND ANY PERTINENT DETAILS IN THE REPORT SPACE, IN THE "SPEC INSTR" SPACE ENTER "MEMO HAVE THE BUSINESS OFFICE CALL AT (TIME)". FILE TICKET IN THE SA CLIP.

ZONE CALLS TO THE PHOENIX BUSINESS OFFICE:
WHEN THE CUSTOMER SPECIFIES "PHOENIX BUSINESS OFFICE", CONNECT HIM. DO NOT PREPARE A TICKET. THERE IS NO CHARGE FOR A CALL.

CDO REQUESTS BUSINESS OFFICE:
1. ADVISE CDO'S LISTED ON THE UNDERGLASS BULLETIN OF THE CORRECT NUMBER OF "HIS" BUSINESS OFFICE. SAY FOR EXAMPLE, "THE NUMBER IS (NUMBER LISTED ON THE UNDERGLASS BULLETIN FOR HIS EXCHANGE") "DO YOU WISH TO DIAL THE CALL (PAUSE) OR SHALL I CONNECT YOU?" DO NOT PREPARE A TICKET. THERE IS NO CHARGE FOR A CALL, EXCEPT HARQUAHALA VALLEY. HARQUAHALA VALLEY IS AN INDEPENDENT

COMPANY SERVED BY THEIR OWN BUSINESS OFFICE, THUS REQUIRING A TOLL TICKET.

2. CDO NOT LISTED ON THE UNDERGLASS BULLETIN:
CONNECT THE CUSTOMER TO PHOENIX BUSINESS OFFICE. DO NOT PREPARE A TICKET; THERE IS NO CHARGE FOR A CALL.

REQUEST FOR DISTANT BUSINESS OFFICE:
EXPLAIN TO THE CUSTOMER THAT HIS LOCAL BUSINESS OFFICE WOULD PROBABLY BE ABLE TO ASSIST HIM. IF HE STILL WANTS THE DISTANT BUSINESS OFFICE ADVISE HIM THERE WILL BE A CHARGE.
PREPARE A TOLL TICKET. THERE IS A CHARGE FOR A CALL.

T.O.P. DIV A SEC 17
12-11-69
PER LETTER MR. ROGEL

1970 CREDIT CARDS

THE YEAR CODE FOR 1970 CREDIT CARD IS THE LETTER "S". EXAMPLE: S 233-5836 001

ON THE REVERSE SIDE OF THE 1970 CREDIT CARD ARE INSTRUCTIONS FOR THE CUSTOMER TO USE THE DIGIT "1" PRECEEDING THE "S" FOR CALLS BACK TO THE UNITED STATES FROM FOREIGN COUNTRIES. EXAMPLE: 1-S NNX-(NUMBER) RAO

THERE IS A POSSIBILITY OF CREDIT CARD CALLS WITHIN THE UNITED STATES BEING RECEIVED WITH THE DIGIT "1" PRECEEDING THE CREDIT CARD YEAR CODE. ACCEPT CALLS OFFERED WITH ACCEPTABLE CREDIT CARD NUMBERS PRECEEDED BY THE DIGIT "1", WITHOUT QUESTION.

DECEMBER 8, 1969
PER LETTER 12-1-69
T.F. CLARK

SPECIAL BILLING CALLS REVIEW II

FOR BILLING PURPOSES CERTAIN PBX CUSTOMERS ARE ASSIGNED SPECIAL BILLING NUMBERS. THIS SPECIAL BILLING NUMBER MAY BE GIVEN AS THE CALLING NUMBER INSTEAD OF THE REGULAR TELEPHONE NUMBER ON OUTWARD PAID CALLS PLACED FROM SUCH PBX CUSTOMERS' OFFICE TELEPHONE.

A CALLING PARTY AWAY FROM HIS OFFICE MAY PLACE A CALL AND ASK THAT IT BE CHARGED TO HIS SPECIAL BILLING NUMBER IN A DIFFERENT LOCATION AS ON A THIRD NUMBER CALL.

EXAMPLE: TEMPE UNIVERSITY STUDENTS AT A PREPAY TELEPHONE USING A SPECIAL BILLING NUMBER.

MARK THE "COIN" AND THE "3RD NO" BUBBLE, AND WRITE THE SPECIAL BILLING NUMBER IN THE "BILL TO" SPACE. (ZONE CALLS CAN NOT BE BILLED TO A THIRD NUMBER.)

SPECIAL BILLING CUSTOMERS MAY ACCEPT COLLECT CALLS AND ASK THAT THEY BE CHARGED TO A SPECIAL BILLING NUMBER. THE PERSON ACCEPTING THE CHARGE ON A COLLECT STATION TO STATION CALL AT A SPECIAL BILLING NUMBER MAY NEED ADDITIONAL INFORMATION BEFORE GIVING THE SPECIAL BILLING INFORMATION.

THEY MAY ASK, FOR EXAMPLE, "WHAT DEPARTMENT, EXTENSION, OR NAME DID YOU WISH?", IN ORDER TO GIVE YOU THE SPECIAL BILLING INFORMATION.

GIVE THE INFORMATION DESIRED. THIS DOES NOT CHANGE THE CLASSIFICATION OF THE CALL.

NOVEMBER 18, 1969
T.O.P. DIV A SEC 1
T.C.P. DIV A SEC 11

CREDIT CARDS 1970

A credit card always consists of 11 characters. The following are examples of correct credit card numbers.

s 233-5836 001
s 203-1234 033
s 234-4538 324
s 176-5796 491

When accepting a credit card call be sure to check for the following items:

A. The first character is the code letter to designate the year. The letter indicating the year 1970 should be "S".

B. The next seven digits correspond to the customer's telephone or special billing number:
   (1) Telephone Number: The first three digits are the central office prefix. The next four digits are the line number.
   (2) Special Billing Number: The first digit may be either "1" or "0" and the next six digits any digit from 0-9. The second digit may be a "Q" or "Z" when "1" or "0" is not the first digit. In the case of these special billing numbers the first three digits need not be a valid central office code. We have had customer complaints because operators have refused service on special billing card numbers. Refer any questions concerning this to your S.A.

C. The last three digits identify the Revenue Accounting Office (RAO) and are assigned within the series 001 through 599.

IF A CREDIT CARD DOES NOT MEET THE ABOVE SPECIFICATIONS SAY FOR EXAMPLE, "THAT DOES NOT SEEM TO BE A CORRECT CREDIT CARD NUMBER." THEN IF THE CALLING PARTY DOES NOT CHANGE THE NUMBER, ASK HIM IF HE IS READING THE NUMBER DIRECTLY FROM HIS CREDIT CARD. IF HE STILL DOES NOT GIVE YOU THE CORRECT NUMBER, TELL HIM THAT THE CALL CAN NOT BE ACCEPTED ON A CREDIT CARD BASIS.

OTHER BILLING ARRANGEMENTS CAN BE SUGGESTED, SUCH AS THIRD NUMBER OR PAID.

IN ANY CASE, DO NOT DIVULGE HOW IT IS APPARENT THAT THE CREDIT CARD NUMBER IS INCORRECT.

FOR A PERIOD OF APPROXIMATELY ONE MONTH BEFORE AND AFTER JANUARY 1ST OF EACH YEAR CONSIDER A CREDIT CARD VALID IF THE CREDIT CARD NUMBER CORRESPONDS WITH EITHER YEAR.

WE WILL BE NOTIFIED WHEN THE 1968 CREDIT CARD IS NO LONGER ACCEPTABLE.

NOVEMBER 17, 1969

T. O. P. DIV A SEC 15

ARIZONA DIRECTORY ASSISTANCE REVIEW

IN ORDER TO GIVE FASTER, BETTER DIRECTORY ASSISTANCE SERVICE IT IS IMPORTANT TO GIVE CORRECT DDD INSTRUCTIONS.

WHEN A CUSTOMER REQUESTS DIRECTORY ASSISTANCE BE GUIDED BY THE FOLLOWING:

113 REQUEST FOR DIRECTORY ASSISTANCE FOR A LOCAL NUMBER FROM PNX AND METROPOLITAN AREA: SAY, FOR EXAMPLE, "YOU CAN DIAL DIRECTORY ASSISTANCE BY DIALING 113."
EXAMPLE: PNX TO CHANDLER

1411 REQUEST FOR DIRECTORY ASSISTANCE FROM A COMMUNITY DIAL OFFICE: SAY, FOR EXAMPLE, "YOU CAN DIAL DIRECTORY ASSISTANCE BY DIALING 1411." CDO COIN CUSTOMERS CAN NOT DIAL 1411. IT WILL BE NECESSARY FOR YOU TO CONNECT THEM.

1-555-1212 REQUEST FOR DIRECTORY ASSISTANCE TO A COMMUNITY DIAL OFFICE, WHICH RESULTS IN A TOLL CALL: SAY, FOR EXAMPLE, "YOU CAN DIAL DIRECTORY ASSISTANCE BY DIALING 1-555-1212."
EXAMPLE: PNX TO BUCKEYE

1-555-1212 REQUEST FOR DIRECTORY ASSISTANCE FOR ALL OTHER POINTS IN ARIZONA: SAY, FOR EXAMPLE, "YOU CAN DIAL DIRECTORY ASSISTANCE BY DIALING 1-555-1212."

WHEN IT IS NECESSARY TO GIVE ASSISTANCE, DO NOT REMAIN ON THE LINE TO ANNOUNCE, AFTER CONNECTING THE CUSTOMER.

10-28-69

SPECIAL PBX BILLING REVIEW

CERTAIN PBX CUSTOMERS ARE ASSIGNED SPECIAL BILLING NUMBERS WHICH ARE GIVEN AS THE CALLING NUMBER. WHEN YOU RECEIVE A CALL FROM A SPECIAL BILLING NUMBER CHECK THE UNDERGLASS BULLITIN TO SEE IF IT IS AUTHORIZED FROM THAT CALLING OFFICE.

SPECIAL BILLING NUMBER IS AUTHORIZED:

MARK THE FIRST THREE DIGITS IN THE "FROM NNX" COLUMN, AND THE NEXT FOUR DIGITS IN THE "FROM NO" COLUMN, AND WRITE THE LAST THREE DIGITS (RAO CODE) IN THE "FROM" SPACE.

SPECIAL BILLING NUMBERS CAN NOT BE CALLED, THEREFORE, IF IT BECOMES NECESSARY FOR YOU TO MAKE SUBSEQUENT ATTEMPTS OR LEAVE WORD, SECURE THE REGULAR CALLING NUMBER BY SAYING, FOR EXAMPLE, "WHAT IS YOUR TELEPHONE NUMBER, PLEASE?" ENTER THE CALLING NUMBER AND EXTENSION IN THE SPACE FOR REPORTS, AND USE IT AS THE CALLING NUMBER TO LEAVE WORD.

"34" IS THE LEAVE WORD OPERATOR NUMBER FOR SPECIAL BILLING NUMBER CALLS.

SPECIAL BILLING NUMBER IS NOT AUTHORIZED: PROCEED AS ON A CALL CHARGED TO A THIRD TELEPHONE:

MARK THE "3RD NO" BUBBLE, WRITE THE SPECIAL BILLING NUMBER IN THE "BILL TO" SPACE, AND PROCEED AS ON A CALL CHARGED TO A THIRD TELEPHONE.

"23" IS THE LEAVE WORD OPERATOR FOR CHARGED TO THIRD STATION CALLS.

MISCELLANEOUS REQUESTS-PREVIOUS DAY CALLS

REQUEST TO MAKE CALL COLLECT, BILLED TO A THIRD TELEPHONE, OR CREDIT CARD, AFTER CONVERSATION, PREVIOUS DAY CALL:

CUSTOMER DIALED:

EXPLAIN THAT THE CALL WAS AUTOMATICALLY RECORDED AND TIMED AND IT WOULD BE DIFFICULT FOR YOU TO DO THIS. IF THE CUSTOMER IS NOT SATISFIED, SAY YOU WILL TRY TO MAKE THE CALL COLLECT, BILLED TO A THIRD TELEPHONE OR CREDIT CARD. PREPARE A TICKET, MARKING THE CALLING AND CALLED NUMBER, "MISC" BUBBLE, WRITE THE REASON FOR REQUEST (TIME AND DATE OF CALL) IN THE "SPEC INSTR" SPACE, FOLLOWED BY "DDD CALL".

OPERATOR HANDLED:

EXPLAIN THAT THE TICKETS HAVE BEEN FORWARDED TO BILLING AND THE TICKET IS NOT AVAILABLE. IF THE CUSTOMER IS NOT SATISFIED, PROCEED AS ABOVE. ENTER "OPR CALL" IN THE "SPEC INSTR" SPACE.

REQUEST FOR TIME AND CHARGE AFTER CONVERSATION, PREVIOUS DAY CALL:

CUSTOMER DIALED:

EXPLAIN THAT THE CALL WAS AUTOMATICALLY RECORDED AND TIMED AND IT WOULD BE DIFFICULT FOR YOU TO QUOTE THE TIME AND CHARGES. IF APPROPRIATE,

GIVE THE INITIAL PERIOD STATION RATE TO THE CALLED PLACE IN EFFECT AT THE TIME THE CALL WAS MADE.

IF THE CUSTOMER IS NOT SATISFIED, PREPARE A TICKET, MARKING THE CALLING AND CALLED NUMBER, "MISC" BUBBLE, AND WRITE "QUOTE T&C AFTER CONV" AND THE TIME AND DATE THE CALL WAS DIALED IN THE "SPEC INSTR" SPACE, FOLLOWED BY "DDD CALL".

OPERATOR HANDLED:
EXPLAIN TO THE CUSTOMER THAT THE TICKET HAS BEEN FORWARDED TO BILLING AND THE TICKET IS NOT AVAILABLE. IF APPROPRIATE, GIVE THE INITIAL PERIOD STATION RATE TO THE CALLED PLACE IN EFFECT AT THE TIME THE CALL WAS MADE. IF THE CUSTOMER STILL IS NOT SATISFIED, PREPARE A TICKET AS ABOVE. ENTER "OPR CALL" IN THE "SPEC INSTR" SPACE.

SERVICE ASSISTANT'S PROGRAM

CREDIT CARD MISUSE

EFFECTIVE SEPTEMBER 26, 1969, CREDIT CARDS ENDING IN RAO 168 HAVE BEEN ELIMINATED, IN ORDER TO CONTROL MISUSE.

RAO 168 IS NO LONGER A VALID RAO NUMBER. IF A CUSTOMER PLACES A CREDIT CARD CALL USING RAO 168, TRY TO DETERMINE WHO IS THE CALLING AND CALLED PARTIES. MAKE A RECORD OF THIS INFORMATION. REFER THIS TO THE GCO.

ADVISE THE CUSTOMER BY SAYING, "I AM SORRY I CAN NOT ACCEPT A CALL BILLED TO THIS CREDIT CARD NUMBER."

REMIND THE OPERATOR THAT WE DO NOT DIVULGE WHY A CREDIT CARD IS NOT ACCEPTABLE, BUT ONLY THAT IT IS NOT ACCEPTABLE.

SEPT. 26, 1969
PER LETTER - ROGEL

[illegible]

[illegible] ANY PROBLEM TO THE [illegible]

[illegible] ANYBODY FROM IF THE [illegible] TO

[illegible] IF IS IT A POINT THAT

[illegible] GET CALLS FROM THE UNITED

[illegible] BE DIRECT CALL IN THE .

[illegible] TELEPHONES A IF

[illegible] WHICH TELEPHONE IS IN

[illegible] 00 - [illegible] BELLS HAPPEN IF

YOU'D BE [illegible] ACCEPTA- TO-

[illegible]

[illegible], 19[illegible]

[illegible] 6, 0[illegible] 15

ELECTRONIC SWITCHING SYSTEM (ESS)

EFFECTIVE AUGUST 17, 1969, NORTH OFFICE PREFIX "264" WILL BE SERVED BY A NEW ELECTRONIC SWITCHING SYSTEM (ESS). A NEW NORTH OFFICE PREFIX "263" WILL BE OPENED WITHIN TWO WEEKS AFTER THE CUTOVER.

THE "ESS" CUSTOMER WILL CONTINUE TO HEAR THE DIAL TONE BEFORE THEY DIAL, BUT WILL NO LONGER HEAR THE SOUND OF THE SWITCHES GOING TO WORK AS THEY DIAL. THE NEW EQUIPMENT OPERATES SILENTLY UNTIL THE CALLED NUMBER STARTS RINGING.

IF THE CALL ORIGINATES AND TERMINATES WITHIN THE ESS OFFICE, RINGING WILL BEGIN IMMEDIATELY AFTER THE LAST DIGIT IS DIALED.

NEW CALLING FEATURES WILL BE OFFERRED TO NORTH OFFICE SUBSCRIBERS SERVED BY THE NEW ESS EQUIPMENT.

THESE FEATURES ARE:

1. CALL FORWARDING - PERMITS THE CUSTOMER TO HAVE HIS CALL FORWARDED TO ANOTHER LOCAL TELEPHONE BY COMPUTERIZED INSTRUCTIONS.

2. 3 WAY CALLING - PERMITS CUSTOMER TO SET UP 3 WAY CONFERENCE CALL WITHOUT OPERATOR ASSISTANCE. ON THESE CONFERENCE CALLS ONLY ONE PARTY CAN BE AT A TOLL POINT.

NUMBER TEST THE NORTH "ESS" NUMBERS BY DIALING THE LAST 5 DIGITS IN THE NORTH TRAILER NUMBER TEST TRUNKS.

PLEASE REFER ANY INQUIRIES FROM THE CUSTOMERS REGARDING THIS SERVICE TO THEIR SERVICE REPRESENTATIVE.

AUGUST 14, 1969

COEFFICIENT ITEMS

WE DO THE WORK - LET'S GET THE CREDIT!

MARK THE TROUBLE BUBBLE WHENEVER YOU ENCOUNTER TROUBLE IN DIALING TOLL CALLS.

WHENEVER THE NUMBERS ROUTE ENDS IN DIGITS WITHOUT A PLUS ROUTE, MARK THE RD DESIGNATION. REMEMBER THIS INCLUDES CALLS TO THE MOBILE AND MARINE OPERATORS.

CANCELLED ADDRESS NAME CALLS AFTER INFORMATIVE PHRASE: A CALL CAN NOT BE CANCELLED UNLESS THERE IS ENOUGH INFORMATION ON THE TICKET FOR ADVANCEMENT OF THE CALL.

1. CUSTOMER ELECTS TO DIAL DIRECTORY ASSISTANCE.

A. ENTER ADDRESS NAME INFORMATION IN THE SPEC INST SPACE - MARK AREA CODE, CI, TIME AND CA.

2. OPERATOR COMPLETES TO DIRECTORY ASSISTANCE ONLY.

A. ENTER THE ADDRESS NAME INFORMATION IN THE SPEC INST SPACE. MARK AREA CODE, ADN, TIME AND CA.

AUGUST 5, 1969

NEW CDO - HYDER

A NEW CDO, HYDER WITH NNX 454 WILL CUT JUNE 6, 1973, SERVING THE PRESENT TOLL STATIONS AGUA CALIENTE, AZTEC, HYDER, SENTINEL, AND SPOT. HYDER TRUNKS WILL APPEAR IN UNIT 4. THE POST PAY COIN SERIES WILL BE 454-94--.

HYDER CUSTOMERS WILL DIAL 1411 FOR DIRECTORY ASSISTANCE. THE BUSINESS OFFICE AND REPAIR SERVICE NUMBER IS THE SAME AS HARQUAHALA VALLEY, 263-0645.

THE EMERGENCY NUMBERS ARE LISTED ON THE UNDERGLASS BULLETIN. CALLS FOR THE POLICE OR SHERIFF ARE CONNECTED TO THE SHERIFF'S NUMBER. IT WILL BE NECESSARY TO DETERMINE IF THE CUSTOMER IS CALLING THE MARICOPA OR YUMA COUNTY SHERIFF AND RING THE APPROPRIATE NUMBER.

HYDER TOLL SWITCHING TRUNKS WILL BE AVAILABLE IN ALL UNITS EXCEPT UNIT 5. NUMBER TEST WILL BE THE SAME AS FOR ALL OTHER CDO'S.

OLD AND NEW NUMBER LISTS WILL BE FURNISHED EACH OFFICE.

THE NEW HYDER OFFICE WILL ALSO REPLACE TWO TOLL STATIONS PRESENTLY SERVED FROM YUMA, HORN AND DATELAND.

EMERGENCY CALLS - DEER VALLEY

EFFECTIVE MAY 30, 1973, PHOENIX POLICE DEPARTMENT HAS A NEW ENTERPRISE NUMBER TO ACCEPT CALLS FOR THE FIRE OF POLICE DEPARTMENTS FROM DEER VALLEY CUSTOMERS. ON CALLS FOR THE FIRE OR POLICE RECEIVED OVER DEER VALLEY TRUNKS, ASK THE THE CALLING PARTY IF HE IS IN THE PHOENIX CITY LIMITS. IF THE CUSTOMER IS IN THE PHOENIX CITY LIMITS CONNECT TO ENTERPRISE 121 (262-6151). IF THE CALL IS FOR THE FIRE DEPARTMENT SAY TO THE CALLING PARTY, "I'LL CONNECT YOU WITH THE POLICE, THEY WILL DISPATCH THE FIRE DEPARTMENT FOR YOU."

IF THE DEER VALLEY CUSTOMER IS CALLING FROM OUTSIDE THE PHOENIX CITY LIMITS, CONNECT WITH THE APPROPRIATE NUMBER AS LISTED ON THE UNDERGLASS BULLETIN.

MOTHER'S DAY - 1973

IN ORDER TO GIVE FASTER SERVICE AND ENABLE CUSTOMERS AND OPERATORS TO COMPLETE MORE CALLS, THE FOLLOWING SPECIAL PRACTICES WILL BE IN EFFECT FROM 5 PM, MAY 12 THROUGH 8 AM, MAY 14, 1973.

1. DO NOT REACH 121 (INWARD OPERATOR) UNLESS IT IS INCLUDED IN THE ROUTING INSTRUCTIONS.

2. WHEN YOU SECURE A ROUTE FROM THE ROUTE & RATE OPERATOR, GIVE IT TO THE CALLING PARTY UNLESS IT IS TOO COMPLICATED.

3. DO NOT ASK THE CUSTOMER TO DEPOSIT COINS UNTIL YOU HAVE THE CALLED STATION OR PARTY READY TO TALK.

4. IT IS NOT NECESSARY TO COMPLETE ALL TICKET DETAILS ON CANCELLED CALLS, MAY 12, 13 & 14. BE SURE TO MARK HA OR THE AREA CODE SO THE CANCELLED TICKETS CAN BE SEPARATED BY STATE AND OUT OF STATE.

5. VISUAL NC - IT IS ESSENTIAL NOT TO WASTE TIME WAITING FOR A CIRCUIT TO BECOME AVAILABLE IN THE MULTIPLE. SCAN THE MULTIPLE ONCE FOR AN AVAILABLE CIRCUIT OR TANDEM. IF NONE ARE AVAILABLE GIVE AN NC REPORT. SAY, FOR EXAMPLE, "DUE TO HEAVY MOTHER'S DAY CALLING, THE CIRCUITS ARE BUSY NOW, WILL YOU TRY YOUR CALL LATER, PLEASE?"

6. SENDER DELAYS - IF A SENDER SIGNAL IS NOT RECEIVED AFTER 5 SECONDS, RELEASE AND MAKE A SECOND ATTEMPT USING A DIFFERENT TANDEM. IF YOU DO NOT RECEIVE A SENDER SIGNAL WITHIN 5 SECONDS GIVE AN NC REPORT. NEVER HOLD MORE THAN ONE CIRCUIT IN AN ATTEMPT TO SECURE A SENDER.

7. REORDERS - AFTER THE THIRD REORDER SIGNAL GIVE AN NC REPORT. OMIT THE ATTEMPT TO THE 121 INWARD OPERATOR.

   WHEN THE ONE ATTEMPT SIGNAL IS FLASHING, GIVE AN NC REPORT AFTER ONE ATTEMPT TO SECURE A SENDER AND AFTER THE FIRST REORDER SIGNAL.

8. RECORDED ANNOUNCEMENT OR OPERATOR REPORTS NC HEAVY TRAFFIC - IF YOU RECEIVE A RECORDED ANNOUNCEMENT OR VERBAL NC HEAVY TRAFFIC REPORT, RELEASE IMMEDIATELY AND GIVE AN NC REPORT TO THE CUSTOMER.

9. OVERSEAS SERVICE - REQUESTS FOR APPOINTMENT CALLS TO OVERSEAS POINTS SHOULD BE REFERRED TO THE OVERSEAS (IOC) OPERATOR.

10. TONE OF SERVICE - A GOOD TONE OF SERVICE IS VERY IMPORTANT, SINCE THE QUALITY OF SERVICE UNDER OVERLOAD CONDITIONS MAY NOT BE UP TO USUAL STANDARDS, AND MANY CUSTOMERS JUDGE THE SERVICE FROM THEIR EXPERIENCE UNDER THESE CONDITIONS. PARTICULAR ATTENTION SHOULD BE GIVEN TO OPERATOR CONCERN AND HELPFULNESS WHEN DEALING WITH CUSTOMERS. ACKNOWLEDGE ALL CUSTOMER REQUESTS AND REFER ANY CRITICISMS TO THE SERVICE ASSISTANT.

RED OVERLINE OPERATION

IF NECESSARY A RED OVERLINE SIGNAL WILL BE PROVIDED FOR BOTH TANDEM 1 AND TANDEM 2. WHEN THE RED OVERLINE SIGNAL IS FLASHING, THE TANDEM CIRCUITS DESIGNATED WITH A RED LINE ARE TO BE USED FOR CALLS TO "HARD TO REACH" OUT OF STATE POINTS. THESE CIRCUITS HAVE BEEN ASSIGNED TO OUR OFFICE FOR COMPLETING OUTGOING CALLS WHEN THE LONG DISTANCE NETWORK IS SERIOUSLY OVERLOADED.

THE TANDEM CIRCUITS WITHOUT THE RED LINE ARE TO BE USED FOR CALLS TO POINTS IN ARIZONA AND THE "EASY TO REACH" AREA CODES. A LIST OF "EASY TO REACH" AREA CODES WILL BE POSTED ON THE SWITCHBOARD.

WHEN THE RED OVERLINE SIGNAL IS FLASHING USE ONLY THE TANDEM CIRCUITS WITH A RED LINE FOR ALL AREA CODES NOT LISTED AS AN "EASY TO REACH" POINT.

EMERGENCY CALLS - REVIEW

A CALL SHALL BE GIVEN EMERGENCY HANDLING WHEN THE CALLING PARTY STATES THAT IT IS AN EMERGENCY OR URGENT CALL OR YOU HEAR SOMETHING WHICH INDICATES AN EMERGENCY EXISTS.

RECENTLY IMPROPER HANDING OF AN EMERGENCY CALL HAS ENDANGERED THE LIVES OF SEVERAL PEOPLE.

BELOW ARE TWO EXAMPLES OF THIS:

1. ON MARCH 17,1973, A YOUNG GIRL ASKED THE OPERATOR FOR ASSISTANCE IN OBTAINING AND RINGING A NUMBER WHERE SHE MIGHT REACH HER PARENTS. SHE WAS UNCERTAIN OF THE NUMBER AND AND A MAN WAS TRYING TO KICK DOWN THE DOOR OF HER HOUSE TO GAIN ENTRANCE. THE OPERATOR ADVISED THE GIRL TO CALL THE POLICE. THE GIRL EXPLAINED THAT SHE HAD ALREADY DONE SO BUT WANTED TO REACH HER PARENTS. THE OPERATOR CONTINUED TO DELAY ADVANCING THE CALL AND THE YOUNG GIRL FINALLY HUNG UP AND TRIED A NUMBER SHE THOUGHT WAS CORRECT. IT APPARENTLY WAS NOT CORRECT BECAUSE IT WAS DA AND SHE WAS CERTAIN SOMEONE WOULD BE THERE. FORTUNATELY FOR HER THE POLICE HANDLED THE EMERGENCY PROPERLY AND WERE SOON THERE TO HELP, OTHERWISE THIS YOUNG GIRL, A YOUNGER BROTHER AND SISTER MIGHT HAVE LOST THEIR LIVES DUE TO AN OPERATOR'S MISHANDLING HER CALL.

2. ON APRIL 16,1973 A LADY REQUESTED THE FIRE DEPARTMENT ON AN EMERGENCY. SHE EXPLAINED THAT HER TWO YEAR OLD CHILD HAD STOPPED BREATHING. THE OPERATOR CONNECTED THE LADY TO A WRONG NUMBER (SHE REACHED A LADY WHO DID NOT SPEAK ENGLISH). SHE TRIED TO FLASH THE OPERATOR BACK BUT THE OPERATOR DID NOT ANSWER THE FLASH. INSTEAD SHE HELD UP THE LINE. FORTUNATELY FOR THIS LADY, A NEIGHBOR, WHO WAS THERE, RAN TO ANOTHER PHONE AND REACHED THE FIRE DEPARTMENT. THIS LADY CALLED LATER TO SAY THAT THE CHILD WILL LIVE. BUT THE OPERATOR'S MISHANDLING OF THE CALL COULD HAVE COST THE CHILD IT'S LIFE.

WHEN HANDLING AN EMERGENCY REMEMBER THE FOLLOWING PRINCIPLES:

1. ESTABLISH THE CONNECTION AS QUICKLY AS POSSIBLE. NEVER DELAY ADVANCING THE CALL TO ASK QUESTIONS UNLESS THE CALLING PARTY AT ONCE ASKS YOU TO MAKE THE REPORT FOR HIM. IF YOU ARE DELAYED IN COMPLETING A CALL FOR ANY APPRECIABLE TIME, FOR INSTANCE FIFTEEN TO TWENTY SECONDS, INFORM THE CUSTOMER OF THE REASON FOR THE DELAY.

2. GIVE THE CALL YOUR UNDIVIDED ATTENTION AS LONG AS THIS IS NECESSARY.

3. HAVE THE CALLING PARTY REMAIN ON THE LINE WHENEVER POSSIBLE.

4. WHEN YOU REACH SOMEONE WHO CAN HELP THE PARTY, CUT OUT OF THE CONNECTION, AND THEN WATCH CLOSELY FOR THE APPEARANCE OF A RECALL SIGNAL AND TAKE IMMEDIATE ACTION IF ONE IS RECEIVED.

IF AT ANYTIME DURING THE HANDLING OF AN EMERGENCY YOU ENCOUNTER TROUBLE, EITHER EQUIPMENT TROUBLE OR TROUBLE UNDERSTANDING THE REQUEST, OR FEEL YOU NEED HELP IN COMPLETING THE CALL, NOTIFY THE SA AS AN OVERLAP.

REMEMBER-- THAT EMERGENCY CALL COULD BE YOUR FAMILY!

* * * * * *

NEVER HOLD UP A LINE FOR ANY REASON UNLESS IT HAS BEEN REFERRED TO THE SA OR AMOS AND SHE INSTRUCTS YOU TO DO SO.

SA PROGRAM

CALLED NUMBER - NON-PUBLISHED

WHEN THE CUSTOMER INSISTS ON HAVING A CALL COMPLETED TO A NON-PUBLISHED NUMBER OR STATES THE CALL IS URGENT THE OPERATOR WILL CONNECT WITH THE SA.

EXPLAIN THAT THE CALLED PARTY HAS INSTRUCTED THE TELEPHONE COMPANY NOT TO GIVE OUT THE NUMBER AND NOT TO COMPLETE CALLS UNLESS THE CALLING PARTY KNOWS THE TELEPHONE NUMBER.

IF THE CALLING PARTY STATES THE CALL IS AN EMERGENCY OR URGENT, OBTAIN THE DETAILS, IF YOU DO NOT ALREADY HAVE THEM. ADVISE THE CALLING PARTY THAT YOU WILL SEE IF IT WILL BE POSSIBLE TO CONTACT THE NON-PUBLISHED NUMBER.

REACH THE TTC DIRECTORY ASSISTANCE SUPERVISOR OR A CENTRALIZED NON-PUB BUREAU. PASS THE DETAILS OF THE REQUEST, AND ASK THAT THE NON-PUB SUBSCRIBER BE NOTIFIED AND REQUESTED TO RETURN THE CALL.

CANCEL THE TICKET. THE TTC OR NON-PUB BUREAU WILL CONTACT THE CALLING PARTY IF THE NON-PUB NUMBER CANNOT BE REACHED OR REFUSES TO RETURN THE CALL.

CALLED NUMBER NON-PUBLISHED (REVIEW)

IF YOU RECEIVE THE REPORT THAT THE CALLED NUMBER IS NON-PUBLISHED, WRITE "NON-PUB (TIME)" IN THE SPACE FOR REPORTS AND CLEAR THE CIRCUIT.

GIVE THE REPORT TO THE CUSTOMER, "(CALLED NAME) HAS A TELEPHONE BUT AT HIS REQUEST THE NUMBER IS NOT LISTED IN OUR RECORDS", OR (NAME) HAS A NON-PUBLISHED TELEPHONE NUMBER." ADD, "I AM SORRY UNLESS YOU FURNISH THE NUMBER, I CANNOT CONNECT YOU."

IF THE CUSTOMER INSISTS ON HAVING THE CALL COMPLETED OR STATES THAT THE CALL IS URGENT, CONNECT HIM WITH THE SERVICE ASSISTANT. THE DETAILS TO BE PASSED TO THE TTC HAVE BEEN CHANGED, AND IT WILL BE NECESSARY TO CONNECT THE CALLING PARTY WITH AN SA.

COLLECT CALLS

THE MINIMUM HOLDING TIME WHEN WAITING FOR ACCEPTANCE OF CHARGE ON A COLLECT CALL HAS BEEN REDUCED FROM 3 MINUTES TO 1 MINUTE.

STATION COLLECT CALL - CHARGE NOT ACCEPTED - CALLING DETAILS REQUESTED

ON A STATION COLLECT CALL, IF THE CALLED STATION DOES NOT ACCEPT THE CHARGE AND REQUESTS THE CALLING NUMBER AND/OR NAME FOR A LATER CALL BACK, EXPLAIN THAT WE DO NOT LEAVE WORD ON STATION COLLECT CALLS. HOWEVER, IF THE CALLED PARTY INSISTS ON OBTAINING THE CALLING DETAILS, GIVE THE INFORMATION REQUESTED AND REFER THE TICKET TO THE SERVICE ASSISTANT.

S.A. REFERENCE

IF IT APPEARS THAT THE CALLED STATION REQUESTS CALLING DETAILS TO AVOID PAYMENT OF COLLECT CHARGES, REFER THE DETAILS OF THE CALL TO C.T.I. FOR INVESTIGATION.

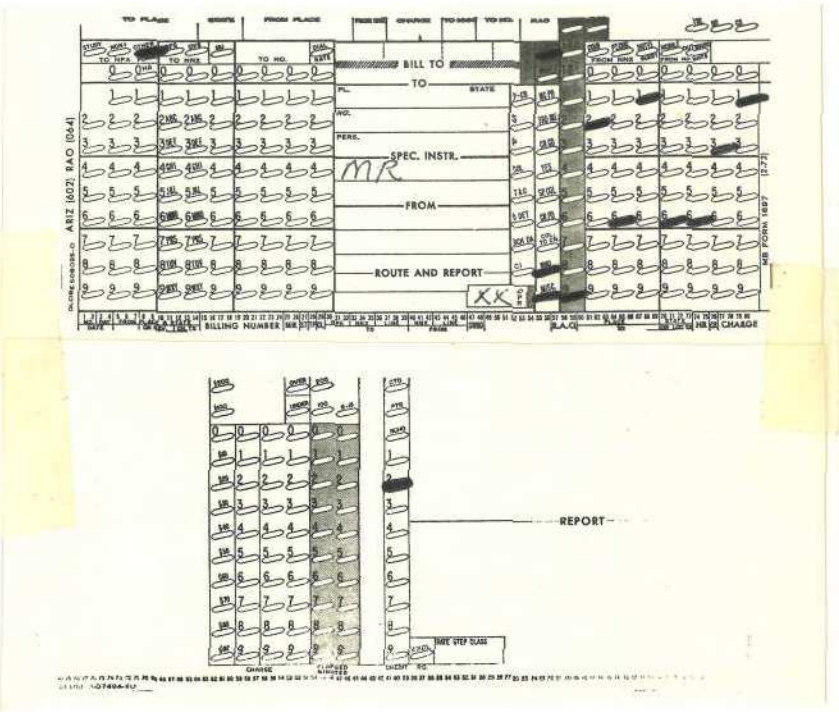
MEASURED SERVICE - LOCAL CALL - CREDIT TICKET

MEASURED LOCAL SERVICE CUSTOMERS PAY A MONTHLY RATE BASED ON THE NUMBER OF LOCAL CALLS MADE. THE SIGNALS APPEAR ON THE DESIGNATION STRIP WITH A GREEN LINE.

IF THESE CUSTOMERS HAVE TROUBLE, SUCH AS, WNO, CTO, PTR, ETC., THEY WILL ASK THE OPERATOR FOR CREDIT AND/OR ASSISTANCE. IF YOU COMPLETE THE CALL AND THE SERVICE GIVEN IS EQUIVALENT TO THE CREDIT REQUESTED, SCRATCH THE TICKET.

IF THE CALL IS NOT COMPLETED OR IF ADDITIONAL CREDIT IS DUE, OBTAIN THE CALLING NUMBER AND WRITE A CREDIT TICKET, FOR EXAMPLE:

CUSTOMER REQUESTS CREDIT FOR TWO WNO'S.



MARK OTHER PLACE, MISC., THE TIME, TYPE OF CREDIT AND THE CLG. NO. PRINT MR IN THE SPEC. INST. SPACE.

SUBSEQUENT ATTEMPTS

SUBSEQUENT ATTEMPTS ARE MADE WHEN REQUESTED BY THE CALLING PARTY AND AT THE TIME SPECIFIED BY HIM. IF THE CALLING PARTY DOES NOT INDICATE THE TIME AT WHICH THE CALL SHOULD BE TRIED, THE SUBSEQUENT ATTEMPT TIME ON ALL TRUNK OR STATION DELAY REPORTS IS THIRTY MINUTES FROM THE TIME THE REPORT WAS GIVEN. ON REPORTS OF PERSON DELAY, THE SUBSEQUENT ATTEMPT TIME IS DEPENDENT ON THE DELAY REPORT RECEIVED.

IF THE CUSTOMER ASKS YOU TO TRY THE CALL LATER AFTER THE INITIAL REPORT OF NC, BY, DA, EXT. BY (ANY TRUNK OR STATION DELAY) AND DOES NOT INDICATE WHEN YOU SHOULD TRY THE CALL, ADVISE HIM YOU WILL TRY THE CALL IN THIRTY MINUTES. IF THE CALLING PARTY DESIRES FURTHER ATTEMPTS AND STILL DOES NOT SPECIFY THE TIME, MAKE SUBSEQUENT ATTEMPTS AT ONE HOUR INTERVALS.

TRAFFIC OPERATING PRACTICE CHANGES

SUBSEQUENT ATTEMPTS

ALL SUBSEQUENT ATTEMPTS WILL BE AS DIRECTED BY THE CALLING PARTY OR IN 30 MINUTES FOLLOWING REPORTS OF CIRCUIT OR STATION DELAYS. ON REPORTS OF PERSON DELAY, THE SUBSEQUENT ATTEMPT TIME DEPENDS ON THE DELAY REPORT RECEIVED. IF THE CUSTOMER ASKS YOU TO TRY THE CALL LATER AFTER THE INITIAL REPORT OF NC, BY, DA, EXT. BY (ANY TRUNK OR STATION DELAY) AND DOES NOT INDICATE WHEN YOU SHOULD TRY THE CALL, ADVISE HIM YOU WILL TRY THE CALL IN 30 MINUTES. IF THE CUSTOMER WISHES FURTHER ATTEMPTS, MAKE THEM AT ONE HOUR INTERVALS OR AT THE TIME HE SPECIFIES.

HOLDING INTERVAL - PERSON OR COLLECT CALLS

THE MINIMUM HOLDING INTERVAL TO LOCATE A PARTY OR SECURE ACCEPTANCE OF THE CHARGE ON A COLLECT CALL HAS BEEN REDUCED FROM 3 MINUTES TO ONE MINUTE. IF EITHER THE CALLING PARTY OR THE PERSON AT THE CALLED TELEPHONE INDICATES YOU SHOULD HOLD LONGER TO REACH THE CALLED PARTY, CONTINUE TO WAIT FOR A REASONABLE PERIOD.

AFTER 1 MINUTE ASK IF THE CALLED PARTY IS READY TO TALK. IF NO RESPONSE IS RECEIVED, GIVE THE REPORT, "I AM SORRY, I HAVE NOT YET REACHED MR. (CLD. PTY.). WILL YOU SPEAK TO ANYONE ELSE OR SHALL I LEAVE WORD?" PROCEED AS DIRECTED BY THE CALLING PARTY. HOLD THE CALLED LINE UNTIL YOU HAVE DETERMINED THE WISHES OF THE CALLING PARTY.

ON A STATION COLLECT CALL IF NO ONE HAS ACCEPTED OR REFUSED THE CHARGE AT THE END OF ONE MINUTE GIVE THE REPORT, "I HAVE BEEN UNABLE TO REACH ANYONE WHO WILL AUTHORIZE ACCEPTANCE OF THE CHARGE." IF THE CALLING PARTY ASKS YOU TO CONTINUE WAITING, EXPLAIN THAT THE CONNECTION CANNOT BE HELD ANY LONGER ON A STATION CALL AND ASK, "WILL YOU TRY YOUR CALL AGAIN LATER PLEASE?"

CARDEX CHANGE

INTERSTATE RATE STEP NUMBERS ARE BEING CHANGED TO 1 THROUGH 21 EFFECTIVE 3-17-73. CARDEXES WILL BE CHANGED SATURDAY, SUNDAY AND MONDAY. RATE & ROUTE WILL START QUOTING THE NEW RATE STEP NUMBERS SATURDAY, 7AM. THERE WILL BE A CONVERSION TABLE ON ALL CARDEXES UNTIL THEY ARE CHANGED. ON RATES OBTAINED FROM RATE & ROUTE (ONLY) CONVERT THE NEW RATE STEP NUMBER TO THE OLD RATE STEP NUMBER IF YOUR CARDEX HAS A CONVERSION TABLE. WHEN THE CARDEX CHANGED IS COMPLETED THE CONVERSION TABLE WILL BE REMOVED AND YOU CAN SECURE THE RATE IN THE USUAL WAY.

COMPUTED RATE CHARTS FOR CANADA RATES ARE ALSO BEING ADDED. WE WILL CONTINUE TO GO TO RATE & ROUTE FOR THE INITIAL RATES IN CANADA.

CALLED TELEPHONE DOES NOT ANSWER

1. CALLS REQUIRING OPERATOR REMAIN ON CONNECTION (PERSON, COLLECT, COIN) AFTER APPROXIMATELY 30 SECONDS OF RINGING (6 RINGS) RELEASE AND GIVE THE REPORT SAYING, *FOR EXAMPLE, "THEY DO NOT ANSWER, WILL YOU* TRY YOUR CALL LATER, PLEASE?" YOU MAY CONTINUE RINGING BEYOND 30 SECONDS IF YOU FEEL THE TELEPHONE SHOULD ANSWER OR THE CALLING PARTY ASKS YOU TO DO SO.

2. STATION - NON-COIN CALL - CUT OUT WHEN YOU HEAR RINGING AND PROCEED WITH OTHER WORK. PERMIT THE TELEPHONE TO RING AS LONG AS THE CUSTOMER WISHES. AFTER TWO OR THREE MINUTES, OR AS CONVENIENT, IF THE CUSTOMER HAS NOT HUNG UP, RELEASE AND GIVE THE REPORT SAYING, "THEY DO NOT ANSWER, WILL YOU TRY YOUR CALL LATER, PLEASE?"

CALLED TELEPHONE BUSY

IF YOU RECEIVE A BUSY SIGNAL, RELEASE THE TRUNK AND GIVE THE REPORT, "THE LINE IS BUSY, WILL YOU TRY YOUR CALL LATER, PLEASE?" IT IS NOT NECESSARY TO MAKE THE IMMEDIATE SECOND ATTEMPT WHEN A BUSY CONDITION IS ENCOUNTERED. IF THE CUSTOMER ASKS YOU TO TRY THE CALL AGAIN COMPLY WITH HIS REQUEST.

COIN TELEPHONE CALLS

OVERDEPOSITS AND REFUNDS

IF A CUSTOMER DEPOSITS MORE MONEY THAN REQUIRED, NOTIFY HIM OF THE OVERDEPOSIT IF HE HAS NOT COMMENTED ON IT. IF HE DOESN'T HAVE THE NECESSARY COINS TO MAKE A CORRECT DEPOSIT, SAY, "YOU WILL HAVE A CREDIT OF (AMOUNT) AT THE END OF THE INITIAL PERIOD. IF YOU WILL SIGNAL (OR FLASH) AT THE END OF THE CALL, I WILL BE GLAD TO ARRANGE A REFUND."

A REFUND ON AN OVERDEPOSIT OF FIVE OR TEN CENTS WILL BE MADE ONLY WHEN REQUESTED BY THE CUSTOMER. SAY, "I WILL GIVE YOU CREDIT IF YOU TALK BEYOND THE INITIAL PERIOD." IT IS NOT NECESSARY TO OFFER A REFUND BUT COMPLY WITH ANY REQUEST FOR A FIVE OR TEN-CENT REFUND.

REMEMBER YOU MUST ADVISE THE CUSTOMER OF THE OVERDEPOSIT, INFORM HIM HE WILL HAVE CREDIT AT THE END OF THE INITIAL PERIOD, AND OFFER A REFUND (IF THE OVERDEPOSIT IS MORE THAN TEN CENTS) BEFORE CONVERSATION STARTS.

REQUESTING OVERTIME DEPOSIT

WHEN REQUESTING AN OVERTIME DEPOSIT, QUOTE THE AMOUNT REQUIRED, OMITTING THE MINUTES UNLESS YOU FEEL IT WOULD BE HELPFUL IN COLLECTING LARGER AMOUNTS. SAY FOR EXAMPLE, "(AMOUNT) MORE, PLEASE."

PART CHARGE - CALL ORIGINATED AS COLLECT TO COIN

IF THE OVERTIME CHARGE IS COLLECTED AT THE CALLING TELEPHONE, ENTER THE COIN DENOMINATIONS AT THE LEFT OF THE ORIGINAL COIN DENOMINATION ENTRIES AND SEPARATE THEM WITH A VERTICAL LINE. WRITE "CLD TEL" UNDER THE ORIGINAL COIN ENTRIES.

PERSON CALLS - REACHING CALLED PARTY

WHENEVER THE REPORT RECEIVED INDICATES THAT THE CALLED PARTY IS NOT THERE OR NOT IMMEDIATELY AVAILABE TO TALK, ACCEPT THE REPORT AS GIVEN AND ASK THE CALLED TELEPHONE TO HOLD THE LINE. REPEAT THE REPORT, IF NECESSARY, TO THE CALLING PARTY. IF THE CALLING PARTY DOES NOT VOLUNTEER ANY DIRECTIONS, ASK, FOR EXAMPLE, "WILL YOU TALK WITH ANYONE ELSE OF SHALL I LEAVE WORD?" PROCEED AS DIRECTED BY THE CUSTOMER.

IF THE CUSTOMER AT ANY TIME ASKS YOU TO OBTAIN MORE SPECIFIC INFORMATION REGARDING THE CALLED PARTY, DETERMINE HOW SOON HE IS EXPECTED OR WILL BE AVAILABLE AT THIS OR ANOTHER TELEPHONE BY ASKING APPROPRIATE QUESTIONS, SUCH AS, "WHEN DO YOU EXPECT HIM?" "CAN HE BE REACHED AT ANOTHER TELEPHONE?"

COIN TELEPHONE CALLS

REFUNDS

EFFECTIVE MARCH 26, 1973, A REFUND ON AN OVERDEPOSIT OF FIVE OR TEN CENTS WILL BE MADE ONLY WHEN REQUESTED BY THE CUSTOMER. SAY, FOR EXAMPLE, "I WILL GIVE YOU CREDIT IF YOU TALK BEYOND THE INITIAL PERIOD." COMPLY WITH ANY REQUEST FOR A FIVE OR TEN CENT REFUND. IF THE OVERDEPOSIT OF FIVE OR TEN CENTS IS NOT REFUNDED, DO NOT MARK THE OVER BUBBLE. IF THE CUSTOMER REQUESTS A REFUND, RECORD HIS NAME AND ADDRESS ON THE BACK OF THE TICKET AND MARK THE OVER BUBBLE.

IF THE OVERDEPOSIT IS MORE THAN TEN CENTS AND THE CUSTOMER DOES NOT HAVE THE NECESSARY COINS TO MAKE A CORRECT DEPOSIT, OFFER A REFUND. SAY, FOR EXAMPLE, "YOU WILL HAVE A CREDIT OF (AMOUNT) AT THE END OF THE INITIAL PERIOD. IF YOU WILL SIGNAL (OR FLASH) AT THE END OF THE CALL, I WILL BE GLAD TO ARRANGE A REFUND."

REQUESTING DEPOSIT OF ADDITIONAL CHARGE

WHEN REQUESTING AN OVERTIME DEPOSIT, QUOTE THE AMOUNT REQUIRED, OMITTING THE MINUTES UNLESS YOU FEEL IT WOULD BE HELPFUL IN COLLECTING LARGER AMOUNTS. SAY FOR EXAMPLE, "(AMOUNT MORE, PLEASE."

OBTAINING ROUTE FROM ROUTE OPERATOR

WHEN REQUESTING THE ROUTE ON AN ADDRESS NAME CALL, SPECIFY, "NUMBERS AND DIRECTORY ROUTE, (CALLED PLACE)." THIS WILL ALERT THE RATE AND ROUTE OPERATOR TO QUOTE THE NPA +131 ROUTE IF A STAR SYMBOL IS SHOWN INDICATING THAT DIRECTORY ASSISTANCE IS CENTRALIZED AT THE CALLED AREA.

IF YOU NEED TO REACH ANOTHER OPERATOR, FOR EXAMPLE, INWARD, MOBILE, UNIVERSAL, ETC., CONTINUE TO REQUEST THE OPERATOR ROUTE.

OBTAINING ROUTE FROM CARDEX

A STAR SYMBOL IN FRONT OF THE STATE NAME INDICATES THAT DIRECTORY ASSISTANCE IS CENTRALIZED AT THE NPA DIRECTORY ASSISTANCE OFFICE. DIRECTORY ASSISTANCE FOR THE CALLED PLACE IS REACHED BY KEYING THE NUMBERS ROUTE NPA + 131.

CREDIT CARD CALLS

EFFECTIVE FEBRUARY 15, 1973 IT WILL NOT BE NECESSARY TO CHECK THE INVALID RAO LIST ON CREDIT CARD CALLS. THE RAO CODE MUST BE IN THE NUMBER SERIES 001 THROUGH 599. THE LIST OF INVALID RAO'S WILL BE REMOVED FROM THE SWITCHBOARD.

PLEASE CHECK ALL CREDIT CARD NUMBERS THE FOLLOWING THREE WAYS BEFORE ADVANCING THE CALL:

1. COMPARE THE LETTER AND THE 7TH DIGIT OF THE CREDIT CARD NUMBER.
2. CHECK THE FRAUDULENT CREDIT CARD NUMBER LIST.
3. THE RAO (LAST 3 DIGITS) MUST BE IN THE NUMBER SERIES 001 THROUGH 599.

WHEN THE INVALID RAO LIST IS REMOVED, THE COIN NUMBERS FOR PHOENIX METRO AND CDO'S WILL BE LISTED ON THE UNDERGLASS BULLETIN.

ARIZONA RATE STEP AND CARDEX CHANGE

EFFECTIVE FEBRUARY 18, 1973 THE RATE STEPS FOR ARIZONA (IN THE STATE) RATES WILL BE CHANGED FROM LETTERS TO NUMBERS (41 - 67). THE CARDEX PAGES WILL BE CHANGED FEBRUARY 18TH AND 19TH. THE RATE & ROUTE OPERATOR WILL START QUOTING THE NEW RATE STEP NUMBER FOR INTRASTATE RATES SUNDAY MORNING, FEBRUARY 18TH. UNTIL THE CARDEX CHANGE IS COMPLETED, THERE WILL BE A CONVERSION RATE TABLE ON THE TOP OF THE CARDEX TO CONVERT THE RATE STEP NUMBER TO A LETTER. FOR EXAMPLE, IF THE RATE OPERATOR QUOTES RATE STEP 45, CONVERT TO RATE STEP E AND CHECK THE RATE FOR RATE STEP E IN THE USUAL WAY. THE CONVERSION TABLE WILL BE *NEEDED FOR RATES OBTAINED FROM RATE AND ROUTE* ONLY, AND WILL BE REMOVED WHEN THE CARDEX CANGE IS COMPLETED FEBRUARY 20, 1973.

THERE IS ALSO A REARRANGEMENT OF SEVERAL PAGES TO MAKE ROOM FOR ADDITIONAL RATES TO BE ADDED IN THE CARDEX. FOR EXAMPLE, THE ZONE RATES WILL FOLLOW THE ALPHABETICAL AND OVERSEAS ROUTES. HOLIDAY RATE INFORMATION AND NUMBER TEST WILL BE THE LAST TWO PAGES IN THE CARDEX.

INWARD WATS (800) ASSISTANCE CALLS

EFFECTIVE FEBRUARY 1, 1973 THE NATIONAL INWARD WATS (141) OPERATOR WILL NO LONGER PROVIDE A CONVERTED NUMBER TO ASSIST YOU IN COMPLETING INWARD WATS (800) CALLS OR FOR VERIFYING BUSIES ON THESE LINES. WHEN A CUSTOMER REQUESTS ASSISTANCE IN COMPLETING AN INWARD WATS (800) CALL YOU SHOULD DIAL THE NUMBER AND IF YOU'RE UNABLE TO COMPLETE THE CALL PROCEED AS INDICATED FOR THE FOLLOWING CONDITIONS:

VACANT CODE ANNOUNCEMENT RECEIVED - SAY, FOR EXAMPLE, "I'M SORRY, THE SPECIAL NUMBER DOES NOT APPLY ON CALLS FROM THE (ORIGINATING NPA) AREA."

BY - MAKE AN IMMEDIATE SECOND ATTEMPT AND GIVE THE REPORT, "THE LINE IS BUSY, WILL YOU TRY YOUR CALL AGAIN LATER, PLEASE?"

DA - GIVE THE REPORT SAYING, "THEY DO NOT ANSWER. WILL YOU TRY YOUR CALL LATER, PLEASE?"

REORDER - MAKE THREE ATTEMPTS TO REACH THE NUMBER, GIVE THE REPORT, "THE CIRCUITS ARE BUSY NOW. WILL YOU PLEASE TRY YOUR CALL AGAIN LATER?"

OD CONDITION ENCOUNTERED OR YOU FEEL A STRONG POSSIBILITY OF TROUBLE EXISTS DUE TO THE CUSTOMER'S REPORT - CALL 800 + 141 AND SAY, "CALLING (COMPANY NAME) 800 + (7 DIGIT NUMBER), NPA (602) CALLING." THE INWARD WATS OPERATOR WILL CHECK FOR AN OUT-OF-BAND CONDITION. IF AN OUT-OF-BAND REPORT IS GIVEN, INSTRUCT THE CUSTOMER IN THE SAME MANNER AS FOR A VACANT CODE ANNOUNCEMENT. IF AN INBAND REPORT IS GIVEN INFORM THE CUSTOMER THAT A TROUBLE REPORT IS BEING MADE AND ASK HIM TO PLACE HIS CALL AGAIN LATER.

REPAIR SERVICE

THE NUMBER FOR REPAIR SERVICE IN THE METRO AREA WILL BE CHANGED TO 611 ON JANUARY 30, 1973. THIS CHANGE WILL BE REFLECTED IN THE NEW TELEPHONE DIRECTORY, WHICH WILL BE DELIVERED TO CUSTOMERS STARTING JANUARY 30, 1973. FOR ONE WEEK, JANUARY 30 THROUGH FEBRUARY 5, CUSTOMERS WILL BE ABLE TO REACH REPAIR SERVICE BY DIALING EITHER 611 OR 114.

EFFECTIVE JANUARY 30, 1973, ADVISE CUSTOMERS IN THE METROPOLITAN AREA TO DIAL 611 FOR REPAIR SERVICE. IF HE INSISTS ON YOU REPORTING THE TROUBLE, MAKE OUT A TROUBLE TICKET.

THERE IS NO CHANGE IN HANDLING REQUESTS FOR REPAIR SERVICE FROM A COMMUNITY DIAL OFFICE. CONTINUE TO CONNECT THE CDO CUSTOMER TO 254-6491. HARQUAHALA VALLEY CUSTOMERS ARE CONNECTED TO ~~256-1819~~ 263-0645 IF THE CALLING PARTY WISHES YOU TO REPORT THE TROUBLE, MAKE OUT A TROUBLE TICKET.

SA PROGRAM

ERROR IN CREDIT CARD NUMBERS ISSUED

20,000 1973 CREDIT CARD NUMBERS WERE ISSUED BY THE REVENUE ACCOUNTING OFFICE 074, BRONX, N. Y. WITHOUT THE ZERO (0) DIGIT IN THE RAO CODE.

FOR A PERIOD OF 10 DAYS ACCEPT THE NINE DIGIT CREDIT CARD NUMBERS ENDING WITH 74(LETTER). THE OPERATORS SHOULD THEN ADD THE ZERO SO THE RAO CODE IS 074 AND COMPLETE THE CALL.

REPLACEMENT CREDIT CARDS ARE BEING ISSUED AND THE CUSTOMERS SHOULD HAVE THEIR CORRECTED CREDIT CARDS WITHIN TEN DAYS.

PER TELEGRAM DATED
1-18-73

(1-22-73)

EMERGENCY NUMBER LIST - UNDERGLASS BULLETIN

THE EMERGENCY NO. LIST ON THE UNDERGLASS BULLETIN HAS BEEN REVISED TO READ, "OUTSIDE (EXCHANGE) CITY LIMITS" INSTEAD OF RURAL FIRE PROTECTION COMPANY. SEVERAL EXCHANGES HAVE A DIFFERENT NUMBER FOR FIRE, POLICE OR SHERIFF IF THE CALL IS FROM OUTSIDE THE CITY LIMITS. ON CALLS FOR THESE AGENCIES IF THERE IS A NUMBER LISTED FOR "OUTSIDE (EXCHANGE) CITY LIMITS" ASK THE CALLING PARTY, "ARE YOU IN (EXCHANGE) CITY LIMITS?" CONNECT THE CALLING PARTY WITH THE APPROPRIATE NUMBER.

PART OF GLENDALE, SCOTTSDALE, AND DEER VALLEY TELEPHONES ARE IN THE PHOENIX CITY LIMITS. FOR THIS REASON WE MUST FIRST ASK A GLENDALE, SCOTTSDALE, OR DEER VALLEY CUSTOMER, "ARE YOU IN THE PHOENIX CITY LIMITS?"

COMPUTING RATES OVER 16 MINUTES - INTRASTATE CALLS FROM COIN TELEPHONES

IN THE STATE MESSAGE RATES MAY INVOLVE ODD CENT AMOUNTS. SINCE ODD CENT AMOUNTS CANNOT BE COLLECTED FROM COIN TELEPHONES, THE AMOUNT OF THE CALL MUST BE ROUNDED TO THE NEAREST NICKEL. THE MESSAGE CHARGE IS ROUNDED FIRST, THEN ADD THE TAX FROM THE ARIZONA TAX TABLE. EXAMPLE: AN ACTUAL MESSAGE IN THE AMOUNT OF $.82 IS ROUNDED TO $.80 AND THE TAX IS $.10; OR $7.23 IS ROUNDED TO $7.25 AND THE TAX IS $.95. THE ARIZONA TAX TABLE IS TO BE USED ON COIN DEPOSITS ONLY.

THE OPERATOR SHOULD ALSO COMPUTE CHARGES OVER 16 MINUTES ON MU ZONE CALLS, INSTEAD OF CALLING THE RATE & ROUTE OPERATOR. ODD CENT AMOUNTS OF $.02 OR LESS ARE ROUNDED DOWNWARD TO THE NEAREST NICKEL, AND $.02½ OR MORE ARE ROUNDED UPWARD.

QUOTING T&C FROM FLAT - INTRASTATE

REMINDER: WHEN QUOTING T&C OR RATES ON INTRASTATE CALLS FROM A FLAT RATE TELEPHONE, THE RATES ARE QUOTED TO THE NEAREST CENT. THE 9% FEDERAL TAX PLUS 3% STATE TAX APPLIES ON ALL ARIZONA CALLS.

SERVICE ASSISTANT

THE SECURITY DEPARTMENT HAS ASKED OUR ASSISTANCE IN TRACING POSSIBLE MISSUSE OF THE FOLLOWING CREDIT CARD NUMBERS:

776-5016-158D
776-5026-158D
776-5041-158D
776-5044-158D

WHEN THE OPERATOR REFERS THE ABOVE CREDIT CARD NUMBERS, REMIND HER TO HOLD THE CALLING LINE AND THE TICKET. CALL EXT. 6856 - 8AM TO 5PM AND EXT. 6083 AFTER 5PM. THEY WILL ARRANGE TO TRACE THE CALLING NUMBER. REFER ALL TICKETS, CANCEL AND COMPLETED TO AN AMOS.